Child Care Assistance

MDC – Department of Human Resources

The Department of Human Services Resource and Referral Unit maintains a database of all legally operating child care programs and serves children from birth to age thirteen.

Eligibility: Children under 8 years of age; Miami-Dade County Public Schools and/or DCF eligible

Hours of Operation: 8am - 5pm, M - F (Except Wednesdays, 7am - 6pm)

Telephone: (305) 373-3521

Address: N/A E-mail Address: N/A

Web Address: http://www.miamidade.gov/dhs/Children Resource.asp

City of Miami Beach - Office of Community Services

The Office of Community Services provides emergency shelter, case management, referrals, the Truancy Prevention Program and additional services for the City's youth, families, elderly, homeless and others.

Eligibility: N/A

Hours of Operation: 8:30am - 11:30am, 1:30pm - 3:30pm, M - F

Telephone: (305) 604-4663. (305)673-7491 **Address**: 555- 17th Street

E-mail Address: mariaruiz@miamibeachfl.gov Web Address: www.miamibeachfl.gov

Clothing Assistance

Camillus House

Provides emergency shelter for men. Also provides meal services, clothing, crisis intervention, job assistance, counseling and health, social and legal services for men, women and children.

Eligibility: Homeless men, women and children.

Hours of Operation: 9am-5pm, M-F. Telephone: (305) 374-1065 Address: 726 NE First Avenue E-mail Address: info@camillus.org Web Address: www.camillus.org

Clothing Assistance

Child Hope, Inc.

Provides special support services to foster children. These services include educational assistance, psychological counseling, food and clothing. We are a vital link between foster families, community organizations and concerned individuals who want to help foster children grow into responsible and productive citizens.

Eligibility: Children in Foster Care and other high risk youth.

Hours of Operation: 9am-7pm, M-Th; 9am-6pm, F.

Telephone: (305) 827-9492 Address: 7700 W 20th Avenue

E-mail Address: N/A Web Address: N/A

Counseling Assistance

Jewish Community Services – Access Services

Trained social workers provide information and referral to community services and resources appropriate to meet their needs. Also, intake applications for case management and counseling services are completed.

Eligibility: Open to the public.

Hours of Operation: 9am-5pm, M-TH; 9am-4pm, F

Telephone: 305) 576-6550 Address: 4200 Biscayne Blvd.

E-mail Address info@jewishcommunityservices.org
Web Address: http://www.jewishcommunityservices.org/

Douglas Gardens Community Mental Health Center

Douglas Gardens Community Mental Health Center (CMHC)(An affiliate of Miami Jewish Home and Hospital) offers unique approaches to meet the diverse mental health needs found in a multicultural community.

Eligibility: 18 year of age and older Hours of Operation: 7am-5pm, M-F. Telephone: (305)531-5341 Address: 701 Lincoln Boad. #200

E-mail Address: N/A

Web Address: www.dgcmhc.org

Miami Beach Community Health Center

Provides behavioral health services that include individual therapy, family therapy, group therapy, psychiatric assessment and medication management.

Eligibility: Open to all who fall under the federal poverty level.

Hours of Operation: 7am-5pm, M-F.

Telephone: (305) 538-8835 **Address**: 1179-71 Street

E-mail Address: mbhcc@mail.mia.bellsouth.net Web Address: www.miamibeachhealth.com

Congregate Care

Jewish Community Services – Senior Ride

Provides transportation for elderly who are unable to use public transportation. Will transport individuals over age 60 to doctors, hospitals, day care programs, congregate meals, etc. Service is provided on Miami Beach only, between 1st and 41st Streets. Activities, employment placement and information and referral. Serves hot meals in a congregate setting to adults over age 60.

Eligibility: Over age 60, unable to use public transportation and living within targeted area of Miami Beach.

Hours of Operation: 8:30am-4:30pm, M-F.

Telephone: (305) 673-8658 Address: 833 Sixth Street E-mail Address: jprado@jcsfl.org

Web Address: http://www.jewishcommunityservices.org/

Jewish Community Services - Miami Beach Senior Center

Since 1972, the Miami Beach Senior Center is a second home and an extended family. Whether a senior is in need of assistance if food shopping, interested in attending the ballet or is seeking help in finding affordable housing, the Miami Beach Senior Center is the place to make it happen. The Center provides information and referral, education, recreation, trips, health support, outreach, housing relocation and myriad of social services. Programs, activities and trips for the more active senior are held at the Miami Beach Jewish Community Center.

Eligibility: Over age 60, unable to use public transportation and living within targeted area of Miami Beach.

Hours of Operation: 8:30am-4:30pm, M-F.

Telephone: (305) 673-6060 Address: 610 Espanola Way E-mail Address joyce@ccje.com

Web Address: http://www.iewishcommunityservices.org/

Stella Maris Senior Center

Serves multi-ethnic, economically or socially needy elderly. Provides health support, adult day care, education, counseling, recreational activities, employment placement and information and referral. Serves hot meals in a congregate setting to adults over age 60.

Eligibility: Adults over age 60. Building residents at Stella Maris.

Hours of Operation: 7am-5pm, M-F. Telephone: (305) 538-8835 Address: 8638 Harding Avenue E-mail Address: littlehavana@lhanc.org

Web Address: http://www.lhanc.org/

Crisis Intervention

Douglas Gardens Community Mental Health Center

Douglas Gardens Community Mental Health Center (CMHC)(An affiliate of Miami Jewish Home and Hospital) offers unique approaches to meet the diverse mental health needs found in a multicultural community.

Eligibility: 18 year of age and older Hours of Operation: 7am-5pm, M-F.

Telephone: (305)531-5341 Address: 701 Lincoln Road. #200

E-mail Address: N/A

Web Address: www.dgcmhc.org

Crisis Intervention

Switchboard of Miami - 358-HELP line

Trained volunteers and professional staff offer 24-hour confidential telephone crisis counseling for suicide prevention, substance abuse, parent/child difficulties, personal, emotional or financial difficulties. Provides information and referral to all Miami-Dade County community services and support groups.

Eligibility: Open to the community.

Hours of Operation: 24 hours a day, 7 days a week

Telephone: (305) 358-4357

Address: 701 SW 27th Avenue, #1000 E-mail Address: info@switchboardmiami.org Web Address: http://www.switchboardmiami.org/

Detoxification

Jackson North Community Mental Health Center – Detox Unit

Residential detoxification of medically indigent clients.

Eligibility: Adults in crisis requiring inpatient detoxification. Pregnant clients accepted on a case by case basis.

Hours of Operation: 24 hours, 7 days a week.

Telephone: (786) 466-2800 **Address**: 15055 NW 27th Avenue

E-mail Address: N/A

Web Address: http://www.jhsmiami.org/

Elder Services

Ayuda, Inc. - Elder Services

We offer services to enhance the quality of life of our community's elder population with the support and security to live independently. We will make a home visit and an assessment to evaluate services to be provided. The services consist of: Homemaker services, gerentological counseling, Caregiver training and support, and access to information and referrals.

Eligibility: Age 60 and older

Hours of Operation: 9am - 6pm, M - F

Telephone: 305-864-6885 or 1 (866) 418- AYUDA **Address**: 1106 Normandy Drive Miami Beach, Fl 33141

E-mail Address: ldejesus@ayudamiami.org
Web Address: www.ayudamiami.org

Miami Beach Hispanic Community Center/Unidad – Elder Services

We provide a variety of services and supports for the elderly in our community.

Eligibility: Must be 55 years of age or older, unemployed, low income and live in Miami-Dade County.

Hours of Operation: 8:30am - 5pm, M - F

Telephone: (305)867-0051
Address: 1701 Normandy Drive
E-mail Address: radrian2@aol.com
Web Address: http://www.mbhcc.org/

Emergency Cash Assistance

International Rescue Committee

Provides intensive case management, employment services and financial assistance for four months. Clients receive cash incentives for becoming employed and self-sufficient. IRC helps clients access DCF food stamps and Medicaid, get social security cards and health screening. IRC provides employment orientation, job counseling and job placement.

Eligibility: Must enroll within 30 days of their arrival to the U.S., case must have one employable person who is motivated.

Hours of Operation: 9am-5pm, M-F. Telephone: (305) 640-9881

Address: 2500 NW 79 Avenue, #270

E-mail Address: N/A

Web Address: http://www.theirc.org/

Miami Dade County - Department of Human Services

Miami-Dade County's Department of Human Services provides rental assistance to county residents experiencing a short-term and long-term disability for gualified residents. Residents can receive the following \$220 per month for an individual and must have a documented disability, no income, provide proof of U.S. citizenship, permanent residence or legal alien status and have applied for Social Security Income (SSI) and have a completed Medical Disability Statement Form.

Eligibility: See above. Must apply at Neighborhood Services Center.

Hours of Operation: 8:30am-5pm, M-F. Telephone: (305) 758-9662, (305) 579-2820 Address: 150 NW 79 Street, 1600 NW 3 Avenue

E-mail Address: N/A

Web Address: http://www.miamidade.gov/dhs/centers.asp

Youth Co-Op – Refugee Resettlement Program

Provides alternative cash assistance, case management and employment services to refugees and Cuban Parolees. Preparation of immigration forms, counseling for families and work permits.

Eligibility: Refugees and Cuban Parolees who entered US no more than 30 days prior to program registration.

Hours of Operation: 8:30am-5pm, M-F.

Telephone: (305) 643-6730 Address: 3525 NW 7th Street

E-mail Address: vrodriguez@ycoop.org Web Address: http://www.ycoop.org/

Emergency Shelter

City of Miami Beach - Office of Community Services

The Office of Community Services provides emergency shelter, case management, housing referrals, identification replacement for homeless and additional services for the City's homeless.

Eligibility: N/A

Hours of Operation: 8:30am - 11:30am, 1:30pm - 3:30pm, M - F

Telephone: (305) 604-4663. (305)673-7491 **Address**: 555- 17th Street

E-mail Address: mariaruiz@miamibeachfl.gov Web Address: www.miamibeachfl.gov

Employment Assistance

Jewish Community Services – Senior Employment Program

Job training and placement for eligible seniors. Sponsored by JCS on behalf of the National Senior Citizens Education and Research Center.

Eligibility: 55 years of age and over. Must meet financial criteria, must live in Miami Dade County. (non-sectarian)

Hours of Operation: 8:30am-5pm, M-F

Telephone: (305) 573-0133

Address: 4200 Biscayne Boulevard, Suite E E-mail Address: jcseniors@jcsfl.org

Web Address: http://www.jewishcommunityservices.org/

One Stop Career Center - Miami Beach

One-Stop Service Centers are intended to meet all career information and assistance needs in the local area. These offices provide the public with unemployment claims, job search, career counseling, training evaluation, veteran's services, and job corps. They also provide employers with the opportunity to list employment openings, finding information about business and tax incentives for hiring qualified persons, and specialized assistance with creating customized training programs to suit their business employment needs.

Eligibility: Open to the public. Hours of Operation: 9am-5pm, M-F. Telephone: (305) 532-5350

Address: 833 6th Street
E-mail Address: mirizzam@southfloridaworkforce.com
Web Address: http://www.southfloridaworkforce.com/

Miami Beach Hispanic Community Center/Unidad - One Stop Center

This agency provides information and referral services, case management for individuals and families with multiple problems. Assist with job readiness, job placement, immigration and naturalization. In addition it conducts youth groups and parent training.

Eligibility: Youths and parents.

Hours of Operation: 8:30am-5pm, M-F Telephone: (305) 532-5350 Address: 1701 Normandy Drive

E-mail Address: mbhcc@mail.mia.bellsouth.net

Web Address: http://www.mbhcc.org/

Food Assistance

American Veterans Newspapers

This location is by referral only!!! Provides the client with a weeks worth of food. AVN has the ability to issue a monthly Metro-Dade bus pass, and to issue clients their birth certificates within 4 days.*OPEN TO EVERYONE-

Eligibility: Must have picture ID for PO Boxes.

Hours of Operation: 11am-3pm, Tu-Th; 11am-1pm, F.

Telephone: 305) 867-6060 Address: 6632 Collins Avenue

E-mail Address: info@americanveterannewspaper.org

Web Address http://www.americanveterannewspaper.org/home.html

Food Assistance

Food Stamps – Department of Children & Families

The Dept of Children and Families is now encouraging application for benefits (food stamps, Medicaid) via the web. Below is the link. Roughly 70% of all new apps are being done this way and they are also now conducting a vast number of their interviews over the phone so as to eliminate the need for travel. Determines eligibility for TANF (Temporary Assistance for Needy Families), Food Stamps, Medicaid and other medical related financial assistance.

Eligibility: Bring proof of income, assets, residence and identification, including Social Security number and birth certificate.

Hours of Operation: 8am-5pm, M-F.

Telephone: (866) 762-2237

Address: 401 NW Second Avenue, #S-621

E-mail Address: N/A

Web Address: http://www.dcf.state.fl.us/ess/

St. Joseph's Church

Provides emergency meal packages for individuals, families and the homeless. Distribution is ONLY on Saturdays at 10am.

Eligibility: Open

Hours of Operation: Saturdays at 10am ONLY

Telephone: (305)866-6567 Address: 8670 Byron Avenue E-mail Address: N/A

Web Address: http://www.stjosephmiamibeach.com/church/i

St. Vincent de Paul Society - St. Patrick's Church

Provides emergency meal packages for individuals, families and the homeless. Distribution is ONLY on Saturdays at 10am.

Eligibility: You must register.

Hours of Operation: Saturdays at 10am ONLY

Telephone: (305)531-1124 Address: 3716 Garden Avenue

E-mail Address: N/A

Web Address: http://www.stpatrickmiamibeach.com/

Housing Services

Housing Authority of the City of Miami Beach

Provides relocation assistance or emergency rental assistance to low income residents of Miami Beach who are facing eviction. Applicants must be disabled, elderly or parents with dependent children and have been residents of Miami Beach for at least one year. Clients must have some source of income or a plan for future income.

Eligibility: Applicants must be disabled, elderly or parents with dependent children, residents of Miami Beach for one year.

Hours of Operation: 8:30am-5pm, M-F

Telephone: (305) 532-6401 Address: 200 Alton Road E-mail Address: N/A Web Address: N/A

Housing Services

Miami Beach Community Development Corporation

Provides relocation assistance or emergency rental assistance to low income residents of Miami Beach who are facing eviction. Applicants must be disabled, elderly or parents with dependent children and have been residents of Miami Beach for at least one year. Clients must have some source of income or a plan for future income.

Eligibility: Applicants must be eligible for affordable housing programs.

Hours of Operation: 8:30am-5pm, M-F Telephone: (305) 538-0090

Address: 945 Pennsylvania Avenue

E-mail Address: N/A

Web Address: http://www.miamibeachcdc.org/

Legal Services

Catholic Charities - Legal Services

This organization provides low cost legal immigration assistance. It is able to take some cases. Interested individuals must go through an intake procedure. Note: This agency may be able to serve victims of human trafficking through this program.

Eligibility: Anyone.

Hours of Operation: 9am-5pm, M-F. Telephone: (305) 373-1073 Address: 150 SE 2nd Avenue E-mail Address: N/A

Web Address: http://www.catholiccharitiesadm.org/

Florida Immigrant Advocacy Center - Cuban American Bar Pro Bono Project

Cuban American Bar Association Pro Bono Project promotes access to courts through private bar involvement by providing pro bono civil legal services to indigent immigrants with limited English language proficiency. The Project has a panel of volunteer lawyers who are members of Cuban American Bar Association and who accept a wide range of civil cases. The Project also conducts quarterly divorce clinics at no cost to pro se litigants

Eligibility: Individuals who are non-citizens and low income.

Hours of Operation: 9am-5pm, M-F.

Telephone: (305) 573-1106

Address: 3000 Biscayne Boulevard, #400 E-mail Address: info@fiacfla.org
Web Address: http://www.fiacfla.org/

Florida Immigrant Advocacy Center - Homeless Immigrant Legal Project

Homeless Immigrant Legal Project fosters self-sufficiency and autonomy of homeless immigrants by giving direct legal representation to hard to reach elderly, disabled, and immigrant families in the areas of health, nutrition, income maintenance, employment, housing, shelter, and other safety-net benefits. Note: This program may be able to serve victims of human trafficking.

Eligibility: Individuals that are homeless and whose income is under 125% federal poverty.

Hours of Operation: 9am-5pm, M-F.

Telephone: (305) 573-1106

Address: 3000 Biscayne Boulevard, #500

E-mail Address: N/A

Web Address: www.lsgmi.org

Legal Services

Legal Aid Society – Domestic Violence Collaborative

The program provides victims with free legal counseling, free in court representation, follow up contact, referrals to legal aid society for family law, housing and/ or benefits legal representation. The project also provides referrals to victims services center for free individual and group counseling specializing in trauma reduction and resolution

Eligibility: Victims of Domestic Violence. **Hours of Operation**: 8:30am-4:30pm, M-F.

Telephone: (305) 579-5733 Address: 123 NW First Avenue

E-mail Address: N/A Web Address: N/A

Legal Services of Greater Miami

Provides legal advice, referral, case representation in priority areas of housing, public benefits, federal income tax, special education, family and community economic development. Special projects to help the homeless, children, Haitian women who are victims of domestic violence, and people with AIDS. Community Legal Education and "pro se" clinics. Clients who are not U.S. citizens must bring proof of their immigration status to determine eligibility.

Eligibility: Income below federal poverty guidelines. U.S. citizenship or proof of immigration.

Hours of Operation: 8:30am-3pm, M-F.

Telephone: (305) 576-0080

Address: 3000 Biscayne Boulevard, #500

E-mail Address: N/A

Web Address: www.lsgmi.org

Medical/Dental Care

Camillus Health Concern

Camillus Health Concern's services include adult primary care, pediatric services, women's preventive health services, HIV/AIDS/STD/TB prevention, screening and treatment, mental health services, oral health services and case management.

Eligibility: Priority to homeless but anyone can receive services. **Hours of Operation**: 8:30am-4:30pm, M, T, Th, F; 12pm-8pm, W.

Telephone: (305) 577-4840 Address: 336 NW 5th Street E-mail Address: N/A

Web Address: www.camillus.org

Miami Beach Community Health Center

Federally qualified community health center providing medical and dental care for the Miami Beach community.

Eligibility: Open to all, insurance welcome, sliding scale

Hours of Operation: 7am-5pm, M-F.

Telephone: (305) 538-8835

Address: 1179-71 Street, 710 Alton Road E-mail Address: mbhcc@mail.mia.bellsouth.net Web Address: www.miamibeachhealth.com

Police

Miami Beach Police Department

Local law enforcement agency serving the Miami Beach Community.

Eligibility: N/A

Hours of Operation: 24 hours, 7 days per week

Telephone: (305) 673-7933 **Address:** 1100 Washington Avenue

E-mail Address: mbpd-pio@miamibeachfl.gov

Web Address: http://www.miamibeachfl.gov/mbpolice/index.asp

Public Schools

Biscayne Elementary School

Eligibility: Grades Pre K - 6 Hours of Operation: 8:30am - 3pm

Telephone: (305) 532-4515 **Address**: 800 – 77th Street **E-mail Address**: N/A

Web Address: http://biscayne.dadeschools.net/

Fienberg Fisher K-8 Center

Eligibility: Grades Pre K - 8 Hours of Operation: 8:30am – 3pm Telephone: (305) 532-4515 Address: 1420 Washington Avenue

E-mail Address: N/A

Web Address: http://fienberg.dadeschools.net/

Nautilus Middle School

Eligibility: Grades 7 - 8

Hours of Operation: 7:30am – 2:30pm

Telephone: (305) 532-3481

Address: 4301 North Michigan Avenue

E-mail Address: N/A

Web Address: http://nautilus.dadeschools.net/

North Beach Elementary School

Eligibility: Grades Pre K - 6

Hours of Operation: 7:30am - 2:30pm

Telephone: (305) 531-7666 **Address**: 4100 Prairie Avenue

E-mail Address: N/A

Web Address: http://northbeach.schoolwires.com/northbeach/site/default.asp

South Pointe Elementary School

Eligibility: Grades Pre-k - 6 Hours of Operation: 8:30am – 3pm Telephone: (305) 531-5437 Address: 1050 Fourth Street

E-mail Address: N/A

Web Address: http://miamibeachhigh.schoolwires.com/miamibeachhigh/site/default.asp

Miami Beach Senior High School

Miami-Dade County Public School serving the Miami Beach Community.

Eligibility: Grades 9 - 12

Hours of Operation: 7:30am - 2:30pm

Telephone: (305) 532-4515 Address: 2231 Prairie Avenue

E-mail Address: N/A

Web Address: http://miamibeachhigh.schoolwires.com/miamibeachhigh/site/default.asp

Rent Assistance

City of Miami Beach - Office of Community Services

The Office of Community Services provides emergency rent assistance to eligible residents as funds allow.

Eligibility: Miami Beach residents with legal eviction notice and proof of sustainable income for 90 days

Hours of Operation: 8:30am - 11:30am, 1:30pm - 3:30pm, M - F

Telephone: (305) 604-4663. (305)673-7491 **Address**: 555- 17th Street

E-mail Address: mariaruiz@miamibeachfl.gov Web Address: www.miamibeachfl.gov

Housing Authority of the City of Miami Beach

Provides relocation assistance or emergency rental assistance to low income residents of Miami Beach who are facing eviction. Applicants must be disabled, elderly or parents with dependent children and have been residents of Miami Beach for at least one year. Clients must have some source of income or a plan for future income.

Eligibility: Applicants must be disabled, elderly or parents with dependent children, residents of Miami Beach for one year.

Hours of Operation: 8:30am-5pm, M-F

Telephone: (305) 532-6401 Address: 200 Alton Road E-mail Address: N/A Web Address: N/A

Rent Assistance

MDC - Department of Human Services

Provides one-time rental assistance to citizens that have been given a legal eviction notice or mortgage foreclosure. Eligibility is assessed at one of the Neighborhood Service Centers and all documents must be provided.

Eligibility: See above. Must apply at Neighborhood Services Center.

Hours of Operation: 8:30am-5pm, M-F. **Telephone:** (305) 758-9662, (305) 579-2820 Address: 150 NW 79 Street, 1600 NW 3 Avenue

E-mail Address: N/A

Web Address: http://www.miamidade.gov/dhs/centers.asp

Transportation Assistance

Miami-Dade County Transit Agency

Metromover is free for all. Most people with disabilities, Medicare recipients, preschoolers, and students in grades 1-12 can ride Metrobus and Metrorail at a reduced fare. Proper permits and IDs are required at all times. All senior citizens 65 years and older and Social Security beneficiaries who are residents of Miami-Dade County ride free on transit with the Golden Passport. Veterans earning \$22,000 or less annually ride free with the Patriot Passport. The following groups can ride transit at the reduced fare. Click on a link below for more information.

Stephen P. Clark Center, 111 NW First St., Government Center Metrorail Station, 2nd level, 305-375-5675, 7 a.m. to 6 p.m., Monday - Friday; Golden/Patriot Passport registration, weekdays, 8 a.m. to

Civic Center Metrorail Station, 1501 NW 12 Ave., 2nd level; open only on the last five weekdays of the month and the first weekday of the following month; Metropass and token sales, transit publications; 7:30 a.m. to 4:30 p.m., closed noon to 1 p.m.

Web Address: http://www.miamidade.gov/transit/reducedfare.asp

Utilities Assistance

MDC – Department of Human Services

Miami-Dade County's Department of Human Services provides one month of utility assistance through the Florida Power and Light (FPL) Care to Share Program. Qualified residents can receive up to \$250 relief on their FPL electric bill. To qualify families must demonstrate an emergency financial situation resulting in loss of income. Program is limited to funding availability. For more information, call the Neighborhood Services Center closest to you.

Eligibility: See above. Must apply at Neighborhood Services Center.

Hours of Operation: 8:30am-5pm, M-F. Telephone: (305) 758-9662, (305) 579-2820 Address: 150 NW 79 Street, 1600 NW 3 Avenue

E-mail Address: N/A

Web Address: http://www.miamidade.gov/dhs/centers.asp

Youth Services – Counseling

Jewish Community Services

Specialized treatment for children and adolescents, including psychological and educational testing. Individual, group and family therapy. Includes psychiatric evaluations.

Eligibility: Sliding scale, private insurance.

Hours of Operation: 9am-5pm, M-F; some evenings.

Telephone: (305) 576-6550 **Address:** 300 41 Street, #216

E-mail Address info@jewishcommunityservices.org
Web Address: http://www.jewishcommunityservices.org/

Youth Services – Employment

Miami Beach Hispanic Community Center/Unidad - Employment

Youth who attend year-round work readiness training sessions are eligible to receive summer jobs.

Eligibility: 14 – 18 years of age, residents of Miami-Dade County **Hours of Operation**: 8am – 5pm, M-W-F; 8am – 7pm, Tuesdays

Telephone: (305)867-0051
Address: 833 – 6th Street, #200
E-mail Address: leadership@mbhcc.org
Web Address: http://www.mbhcc.org/

Teen Job Corps

Teen Job Corps provides vocational training and part-time employment for eligible youth.

Eligibility: Youth attending Miami Beach Senior High School meeting other eligibility criteria.

Hours of Operation: N/A Telephone: (305) 868-0635

Address: N/A

E-mail Address: teenjobs01@aol.com

Web Address: N/A

Youth Services – Leadership

Aspira of Florida – Leadership Development

Provides youth development programming.

Eligibility: Target is low income, low educational attainment Hispanic and minority youth.

Hours of Operation: 9am -5pm and select nights and weekends

Telephone: (305)576-8494
Address: 4100 NE 2nd Avenue
E-mail Address: fcruz@fl.aspira.org
Web Address: www.fl.aspira.org

Ayuda, Inc. - Girls Reach High

The Girls Reach High is a leadership program directed to help young women from 13 to 18 years-old. The program focuses on personal and professional development using individual and group therapy to bring stabilization, bonding, and positive future for the girls, their neighbors and their community. The program also aims to improve the girls' self-esteem and create the desire for change and growth as well as clearly define career goals, stop all misbehaving, and increase self and social responsibility.

Eligibility: Young women from 13 to 18 years of age.

Hours of Operation: 9am-5pm, M-F. Telephone: ((305) 864-6885 Address: 7118 Byron Avenue

E-mail Address: info@ayudamiami.org Web Address: www.ayudamiami.org

Miami Beach Hispanic Community Center/Unidad - Leadership Program

The leadership development program will shape today's youth into tomorrow's leaders through training that focuses on career development and academic enhancement. The program helps youth discover his/her individual talents and subsequently develop a road map of short and long-term goals which guide them towards a career which will best utilize all of their unique abilities.

Eligibility: 14-18 year old residents of Miami-Dade County **Hours of Operation**: 8am-5pm, M-W-F, 8am-7pm, Tuesdays

Telephone: (305)532-5350
Address: 833 – 6th Street, #200
E-mail Address: leadership@mbhcc.org
Web Address: http://www.mbhcc.org/

Useful Hotlines & Information Numbers

Α

Aging & Adult Services (DCF) - (305)663-2080 AIDS Hotline - (800)342-AIDS Alliance for Aging - (305)670-6500

Animal Services - 311

В

Better Business Bureau – (800)834-1267

C

Child Abuse Hotline – (800)96-ABUSE Child Support Enforcement – (305)530-2600 Citizen's Crime Watch – (305)470-1670 Community Action Agency – (305)347-4600 Condominium Information – (800)226-9101 Jail Information – (305)545-4004

K

KidCare - (888)540-5437

L

Lemon Law – (800)321-5366**M Medicaid** – (305)499-2100 **Medicare** – (800)633-4227

Mental Health Association – (305)854-5827

Miami-Dade County - 311

Missing Children – (800)843-5678

N

Consumer Protection Division – (305)375-4222 **Neighbors 4 Neighbors** – (305)597-4404 **Crime Stoppers** -(305)471-3477**Nursing Home Concerns** – (888)331-0404 D Department of Children & Families – (305)377-5055 Parent Hotline - (800)352-5683 **Disabled Parking Permits** – (305)375-5678 Passport -(305)539-3600**Divorce** (Do It Yourself) – (305)275-1155 Poison Information Center – (800)222-1222 **Driver's Exam Stations** – (305)229-6333 Postal Service Customer Relations - (800)275-8777 **Domestic Violence** (Injunction) – (305)349-5888 Public Defender (305)545-1600 **Elderly Helpline** – (305)670-4357 **Runaways** (Miami Bridge) – (305)635-8953 Emergency - 911 **Runaways** (Covenant House) – (800)999-9999 Ethics & Public Trust Hotline - (305)579-2594 S **Share-a-Ride** – (800)234-RIDE Food Stamps - (305)377-7154 Social Security Administration – (800)772-1213 **Student Financial Aid** – (800)433-3243 Switchboard of Miami - (305)358-HELP **Goodwill Industries** - (305)325-9114 **Guardian Ad Litem** - (305)638-6861 The Children's Trust - 211 **Tri-Rail** – (800)874-7245 **Head Start Program** – (305)347-4622 Homeless Hotline - (877)994-HELP Homestead Exemption -(305)375-4125United Way - (305)860-3000 Hunger Hotline - (800)329-3663 **Utility Concerns** - (800)342-3552 **Hurricane Hotline** – 311

A to Z Resident Guide

Immigration & Natural Services – (800)375-5283

Α

Animal Care & Control

Living in this beautiful tropical and urban environment, residents are asked to be mindful of the needs of people and animals. In the City of Miami Beach dog owners must remember to always clean up after their dogs, as required by City Ordinance. Miami-Dade County Ordinance also restricts the number of dogs per household to four (4).

Veterans Administration - (800)827-1000

Weather - (305)229-4522

Animal Control

Miami-Dade County Animal Care and Control Division enforces animal control laws throughout the County and responds to concerns about annual rabies vaccinations, licensing requirements, stray animals, cruelty cases, and dangerous dogs. They will also remove small dead animals from the public rights-of-way. Animal Care and Control is located at 7401 N.W. 74th Street, Miami, Florida 33166. They can be reached at 305-884-1101 Monday – Friday from 11:00 a.m. – 7:00 p.m. and Saturday and Sunday from noon – 5:00 p.m.

Barking Dogs and Bark Parks

Barking dogs can often be nuisance to those around you and create noise that is unreasonably loud. The Neighborhood Services Department Code Compliance Division investigates all noise related complaints. Noise

violations between 11:00 p.m. and 7:00 a.m. are subject to an immediate fine. To report a violation or for more information please contact the City of Miami Beach at 305-673-7000

Because of health and hygiene issues, dogs are not allowed on our beaches. However, the City does have two "bark parks" for our four-legged friends to enjoy. These parks have designated fenced-in areas that allow for dogs to roam and play with other dogs freely and are open from sunrise to sunset. "Bark Parks" are located at:

Flamingo Park 11 Street & Jefferson Avenue 305-673-7759 Pinetree Park 4400 Pinetree Drive

Farm Animals

Please keep in mind that the City Code also prohibits any person from keeping, harboring or maintaining any farm animals within City limits. If your neighbor is raising animals on their property, you can contact the City of Miami Beach Code Compliance Division.

Telephone: 305-673-7000 ext 7555

Fax: 305-673-7012

E-mail: <u>neighoborhoodservices@miamibeachfl.gov</u>

Leash Law

The City Code prohibits any animal owner or person in control of an animal to permit the animal to run at large. All animals, when not on the premises of the owner or of the person in control, must be on a leash or contained in a carrier device and under control.

Licensing and Sterilization

Miami-Dade County Animal Services Care and Control will sterilize and license your dogs and cats. License tags for dogs are mandatory under law and are \$20 if sterilized or \$32 if not. License tags for cats are optional and are \$2 if sterilized and \$4 if not. Licenses may also be purchased from your veterinarian. The Animal Services Care and Control and Shelter is located at 7401 N.W. 74 Street, Miami, Florida 33166.

Telephone: 305-884-1101 Ext. 222

Pit Bull Regulations

Pit bulls that have been brought into Miami-Dade County after August 1990 are illegal and their owners will be subject to severe civil penalties. All pit bulls must have been registered prior to August 30, 1990 with the Animal Care and Control Division. Owners are required to confine pit bulls indoors or in a secure enclosed and locked pen. Pit bulls must be muzzled when not confined to ensure the safety of any person or animal.

To file a complaint please contact the City of Miami Beach Code Compliance Division at (305) 673-7000 ext 7555, or via the Internet at www.miamibeachfl.gov or the Miami-Dade County Animal Care and Control Division at 305-884-1101.

Scoop -the-Poop

The "Scoop-the-Poop" Ordinance requires that every owner or responsible person of the animal to immediately remove and thereafter dispose of any fecal matter deposited by the animal on public or private property. This ordinance is enforced by the Police Department. To report violations you can contact the Police Department's non-emergency number at 305-673-7900.

Spaying/Neutering

For information about spaying or neutering your animals please call 305-884-SPAY (7729).

Tags and Vaccinations

Every person that owns or keeps a dog or cat must have the animal vaccinated annually against rabies by a licensed veterinarian. Cat owners can voluntarily register their cats for a fee and a tag will be issued. Dogs must have a Miami-Dade license tag and must be worn by the dog at all times.

В

Bus Passes

Metro passes, reduced-fare permits and transit tokens are sold throughout Miami-Dade County for use on Miami-Dade Transit Buses. The following Miami Beach locations sell Miami-Dade County bus passes:

Hernandez Check Cashing

1458 Washington Ave. 305-531-7319

Mount Sinai Hospital

4300 Alton Road. 305-674-2812

Popular Cash Express #13

1350 Washington Ave. 305-672-4117

Lee Ann Drugs

955 Washington Ave. 305-531-1256

Mikols Liquors

211 71 St. 305-865-1128

Popular Cash Express #11

506 Washington Ave. 305-604-3550

Popular Cash Express #22

7345 Collins Ave. 305-864-8660

Zelicks Tobacco Co.

326 Lincoln Rd. 305-538-1544

You can also buy a Metropass or tokens at the Transit Information Center on the second level of Government Center Metrorail station (downtown Miami), Monday - Friday, 7 a.m. - 6 p.m., except major holidays; and at the Civic Center Metrorail station the last five weekdays of each month and the first weekday of the following month, from 7:30 a.m. - 4:30 p.m. (closes from 12 noon - 1 p.m.) You can also buy tokens from change machines in all Metrorail stations. For additional information please call Miami-Dade County Customer Services at 305-770-3131, Monday through Friday, 8 a.m. to 5 p.m., email transit@miamidade.gov or visit the Miami-Dade County website at www.miamidade.gov.

Golden Passport

The Golden Passport Program provides a free bus pass, which includes free transportation on the Metrobus, Metrorail and the Metromover, to Miami-Dade County senior citizens. To be eligible, one must be 65 years or older, with an annual household income of\$20,000 or less. Those interested can apply:

1st & 3rd Thursday of each month from 9 a.m.- 1:00 p.m. At City Hall 1700 Convention Drive also at North Shore Activity Center 501 72 Street

Be sure to bring proof of income -W2 and Social Security benefit letter. It takes approximately two weeks for the application to be processed. For more information, call 305-884-7567, weekdays, 8 a.m. to 5 p.m.

Automobiles

Auto Tags

The State of Florida requires that you register your car immediately upon taking ownership of a vehicle, becoming employedor becoming a legal resident of Florida. The vehicle may be registered at any auto tag agency. Each vehicle may be subject to an initial registration fee of \$100 in addition to the title change and annual license tag renewal fee. Proof of insurance is also required. A vehicle owner is required to renew the vehicle registration during the renewal period, which begins 90 days prior to the owner's date of birth and ends on that day. The fee for the original registration is prorated on a monthly basis. County tag agencies operate from 8:30 a.m. to 4:30 p.m. Monday through Friday.

Miami-Dade County Tag Agencies:

Miami-Dade County Finance Department

Tax Collection Division – Auto Tag 140 W. Flagler Street, Room 101 Miami, Florida 33130 305-375-3591

South Dade Government Center 10710 S.W. 211th Street (Cutler Ridge Blvd), Room 104 Miami, Florida 33189 305-232-3830

Private tag agency listings may be found in the Yellow Pages of the telephone book under "License Services." In addition, boats may be registered and titles transferred at these agencies.

Storage/Repair of Vehicle

TDD: 305-372-6309

The City of Miami Beach Code prohibits individuals from repairing or storing vehicles in any residential area. Commercial vehicles of any kind are prohibited from being parked or stored in residential areas. Parking a fully operational, non-commercial vehicle, with a valid tag, in your driveway is allowed. However, if the vehicle does not have properly inflated tires, or a current tag, or has other deficiencies that render it inoperable, it is considered derelict. The storage of derelict vehicles is prohibited.

To report a violation, please contact the City of Miami Beach Code Compliance Division.

Telephone: 305-673-7000 ext 7555

Fax: 305-673-7012

E-mail: neighborhoodservices@miamibeachfl.gov

Building Department

The Building Department provides supervision of construction activities, acceptance of building permit applications, issuance of all building and trade permits, verification of compliance with the Florida Building Code and enforcement of codes promulgated by regulatory agencies such as the Hotel and Restaurant Commission, Miami-Dade Environmental Resources Management, State Departments of Health, Department of Business and Professional Regulation, Board of Adjustment and the U.S. Army Corp of Engineers. Plumbing, building, electrical, elevator and mechanical officials inspect new and existing structures for compliance.

Building Permits

Building permits are required for new construction, additions, and alterations of commercial space, multi-family or single-family residence, or changes to an interior or exterior that will require construction, demolition, or rehabilitation of the space. This includes any electrical, plumbing, air-conditioning, heating, or other work. Obtaining permits assures that the work meets the Florida Building Code and all applicable regulations. The permit process offers the opportunity to have the plans reviewed by professional zoning and design review staff, as well as code administrators, and includes inspections by certified experts who will make sure that the work is safely and professionally completed.

Contractor Permits

The permit process requires that the contractor you select is certified, authorized, licensed and insured to perform the work and that the contractor has obtained all of the permits required prior to starting the work. To check if the contractor you selected has a valid Miami-Dade County license you may call 305-375-2901 and to check if your contractor has a valid state license contact the Department of Business and Professional Regulation Construction Industry Licensing Board at 850-487-1395 or visit their website at www.myflorida.com.

Examples of work requiring permits (not all-inclusive):

- · Windows or doors installation
- Floors, wood, and tile installation
- Electrical work
- Plumbing work
- Air-conditioning or heating work (Mechanical)
- Fences

- Signs (including window signs)
- Exterior or interior painting
- Sprinkler systems
- Pumps
- Pools/spas
- Roofing

To apply for a permit or obtain more information, contact the Building Department. The Building Department is located at City Hall, 1700 Convention Center Drive, Second Floor. The Building Department is open to the public between the hours of 8:00 a.m. to 5:00 p.m. If you would like to obtain a copy of a Building Work Permit Application, you may do so via the City of Miami Beach website at www.miamibeachfl.gov.

Telephone: 305-673-7610 Fax: 305-673-7857

Business Assistance

The City of Miami Beach has undergone an incredible transformation in the last few years. Investors and entrepreneurs from around the world are enthusiastically seeking to capitalize on the City's success. A major reason for the City's success has been the high development standards that the City has maintained throughout the years to protect and enhance its beauty.

The Economic Development Division is available to provide assistance to new and existing businesses. The Division produces various publications including a Business Information Guide, and provides information on eligible incentives. For more information on the Miami Beach Business Information Guide or to receive assistance with starting your business, please contact the Economic Development Division. The Economic Development Division is located at City Hall 1700 Convention Center Drive, Third Floor.

Telephone: 305-673-7193 Fax: 305-673-7772

C

Cable Television

Miami Beach Television

Channel 77 is the City's government access television station and is available on the Miami Beach cable system. Tune in to Miami Beach Television (MBTV77) and watch the City working for you as it televises City Commission meetings and other important public hearings, as well as City of Miami Beach job announcements and community affairs. This office provides all City departments with photographic and audio-visual support. The cable station also serves as a vehicle for the community calendar and special emergency announcements. MBTV is located at City Hall, 777 17th Street.

Telephone: 305-673-7000, Ext. 6299

Fax: 305-673-7254

E-mail: cityclerk@miamibeachfl.gov

Miami-Dade Television

Miami-Dade County also provides government access television on all cable systems throughout the County on channel 34. Miami-Dade Television (MDTV) carries County Commission meetings and important public hearings live, as well as a wide variety of public affairs programming. Consult MDTV in The Miami Herald television listings in the daily Living/Arts section for specific details and times. For more information please contact Miami-Dade County Communications Department at 305-375-2836.

Cable Television Public Access

Miami-Dade County and Dade County Public Schools fund project Cable Tap, a studio producing show, free of charge, for local non-profit organizations. Twelve half-hour taped programs air three times a week for three months throughout Miami-Dade County on cable television community education WLRN channels 36 and 37. For more information please call Cable Tap at 305-995-2112.

To file a complaint about your cable television service, please contact the City Clerk's Office at City Hall, 1700 Convention Center Drive, First Floor or call 305-673-7411. All technical problems and outages should be reported directly to Atlantic Broadband at 305-861-8069 or visit their website at www.atlanticbb.com.

Code Compliance

Maintaining your neighborhood and community's quality of life is the primary responsibility of the City's Neighborhood Service Department Code Compliance Division. Code Compliance monitors residential and commercial districts for potential violations of the City Code and is responsible for ensuring compliance with the code of the City of Miami Beach. Common code violations include: zoning violations, minimum housing standards, property maintenance standards, noise ordinance, real estate signs, signs on right-of-way, all sign regulations, sidewalk cafes, occupational licenses, certificate of use, illegal vendors, regulations concerning the hours of construction, operating hours for nightclubs, bars, liquor stores; hours of sale of liquor, and marine regulations.

Code Compliance Division routinely works with residents of the City and responds to requests for service. Code compliance officers ensure all complaints are tracked and investigated individually. When a property owner refuses to comply with a city notice, a violation is brought before a Special Master who may impose fines of up to \$1,000 per day if compliance is not attained. You are encouraged to report any potential violations. Code Compliance officers will work to ensure that violations are corrected promptly. The Division functions almost on a 24- hour basis. Code Compliance Division is located across from City Hall at 555 17th Street. To report a violation, or for more information, please contact the City of Miami Beach Neighborhood Services Department Code Compliance Division at 305-604-CITY(2489).

Telephone (8:30 a.m. – 5:00 p.m.): 305-673-7000 ext 7555

After hours (After 5:00 p.m. and weekends): 305-673-7900 Fax: 305-673-7012

E-mail: <u>neighborhoodservices@miamibeachfl.gov</u>

Abandoned or Vacant Properties

The City makes every effort to ensure that neighborhoods are safe and enjoyable for all residents. Abandoned properties, if not properly maintained, can become an eyesore for the entire neighborhood and may pose safety concerns. Abandoned properties are those properties that are not maintained, left unprotected from the elements and/or left unsecured. Vacant under the City Code is defined as being without lawful tenant or lawful occupant or without a certificate of occupancy. Every owner of a vacant building, structure or lot shall keep the premises in clean and sanitary condition, including yards, lawns, courts, and driveways. The Code Compliance Division will seek compliance and have the property secured and maintained.

Chain Link Fences

Chain link fences are prohibited in any front yard, or on any yard facing a street or waterway. However, the City of Miami Beach may permit fences made of other materials such as steel, metal, aluminum, wood, concrete, or stone. For more information on obtaining a permit, please contact the Building Department at 305-673-7587 or the Planning and Zoning Department at 305-673-7550.

Graffiti Eradication

Graffiti located on buildings, fences other structures shall be removed by the property owner or agent within fifteen days of receipt of a Notice of Violation from the Code Compliance Division. Failure to remove the graffiti within that time frame will allow the City to paint over the graffiti at the property owner's expense.

Home-Based Businesses

The City's zoning ordinance allows some home-based businesses to operate in accordance with certain prescribed restrictions. Businesses must be conducted by telephone, computer or fax only. The City Code prohibits the parking of commercial vehicles in a single-family district. No business activity, such as the coming and going of customers or employees, is permitted in conjunction to a home-based business. There is a license fee to operate

a home-based business and an occupational license for the specific type of business conducted must also be obtained. In order to apply for a home-based business license, you must have lived at the location for at least six (6) months. Occupational Licensing is located at City Hall, 1700 Convention Center Drive, First Floor.

Occupational Licensing

Telephone: 305-673-7420 Fax: 305-673-7599

Lawns, Yards, Sidewalks and Alleys

City Code requires that exterior premises be maintained and in a sanitary manner. Provisions of the code stipulate including front and back yards and the swale (grassy) area between the sidewalk and the edge of the street cannot be overgrown, hedges and other shrubs may not extend over the sidewalk, alley, or any other public right-of-way and trash and debris should not be allowed to accumulate.

Minimum Housing Standards

The City of Miami Beach Code established minimum standards governing the condition, occupancy and maintenance of all buildings and premises, defining the responsibilities and duties of owners, operators, agents and occupants of any building, in order to protect the public health, safety, and welfare of all the people of the City of Miami Beach. Failure to comply with a Notice of Violation with respect to the Minimum Housing Standards will result in the case being forwarded to the Special Master. The Special Master has authority to impose daily fines of up to \$1,500 to ensure compliance.

Noise Ordinance

Code Compliance officers respond to concerns dealing with excessive noise violations. When Code Compliance officers are not on duty, the Miami Beach Police Department will respond to the call based on the priority of calls at the time. Noise complaints should be made by calling the Police Department's non-emergency number (305-673-7900) after normal business hours or during normal business hours, Monday – Friday from 8:00 a.m. until 5:00 p.m., with the Code Compliance Division at 305—673-7000 ext 7555.

Prohibited Use of Residential Property

Residents are reminded that single-family homes may only be used as single-family detached dwellings and therefore may not be leased for a period of less than six months or converted for multi-family use. A single-family home in a single family district rented out for a period of less than six months would be considered a hotel and would be in violation of the City Code. The Code further restricts more than three non-family members from residing in the same residence.

Property Leasing/Subleasing

Zoning ordinances prohibit leasing of maids quarters, garages, or other portions of a property in a single-family residential district to anyone other than a family member. The leasing of a single-family residence, condominium, or apartment is restricted to a minimum or a six 6) month- period. Single-family residences are restricted to having one kitchen. Fines up to \$5,000 have been imposed by the Special Master for homeowners found guilty of violating this provision of the zoning code.

Property Maintenance

The City of Miami Beach Code requires that properties are properly painted and maintained, kept free of debris, overgrown grass and weeds, and free of graffiti throughout the city. Every property owner shall maintain their property to prevent them from becoming eyesores or from posing a safety concern for the community. The Code Compliance Division will take enforcement action to have the property maintained.

Real Estate Signs

Real Estate signs advertising sale or rent of properties are not prohibited. However, a permit must be obtained from the City of Miami Beach, Occupational License Section, and the signs must meet color, size, and location requirements. For information and to obtain a permit, contact the License Division, Finance Department, City Hall, First Floor. No signs may be placed on the public right-of-way (city property). If signs are observed on City property, the signs will be removed and a fine for each sign will be imposed.

Right-of-Way Maintenance

Maintenance of the portion of the public right-of-way, including the sidewalk, the swale (grassy) area between the sidewalk and the edge of the street, and to the center-line of any alley abutting a private property is the responsibility of the owner of the property adjacent thereto. This includes mowing the grass, trimming shrubs and keeping the area free of trash and debris.

Satellite Dishes

Satellite dishes are allowed. However, permits must be obtained and the City of Miami Beach Planning and Building Departments must approve the location of the dish. Please see Building Department and Planning Department for more information.

Street Vending and Performing

Street vending and street performing is permitted on Ocean Drive and Lincoln Road in designated areas. Special permits are available for street vendors and/or performers by filing an application to the City Licensing Department. Non-profit vendors or street performers may submit an application on a quarterly basis to participate in a lottery for those designated locations on Ocean Drive and Lincoln Road. For applications or further information, contact the Finance Department at 305-673-7466.

Computer Access

Computer Access

Access to city government is available from the comfort of your home and without having to pick-up the telephone. The City of Miami Beach website, www.miamibeachfl.gov, provides a wealth of information and interactive functions for residents, visitors and businesses alike. Our goal is to provide maximum access to City of Miami Beach government services and information. The following e-government services are available online, and there are many more to come: pay utility bills online, job opportunities with the City, request bid information and bid status, access the city code, apply for a Film Permit, download city forms, request a resident or visitors guide, Building Department - information and forms, pay parking tickets, register your homeowners association and submit a request for service or information. If you don't have access to a computer, just visit any of our public libraries for free Internet access.

Telephone: 305-673-7040 Fax: 305-673-7049

E-mail: infotech@miamibeachfl.gov

Consumer Services

The Miami-Dade County Consumer Services Department provides assistance to consumers through business regulation and licensing, educational programs, complaint mediation and consultation. The consumer hotline is available for all consumer-related complaints and information. The Consumer Services Department is located at 140 West Flagler Street, Ninth Floor, Miami, Florida 33130.

The Consumer Protection Division licenses and regulates the business practices of towing companies, motor vehicle repair shops and mechanics, water re-metering, moving businesses, locksmiths, and cable companies.

The Division makes sure that citizens' rights are protected by business regulations and consumer protection laws. Inspectors conduct investigations and inspections, identify violations and mediate consumer complaints. The Division also enforces consumer-related laws under Miami-Dade's Uniform Trade Standards Law; weights and measures for consumer commodities; packaging and labeling of food products; uniform meat identification; shelf life dating of perishable food products; the sale of Kosher food products; rental car business requirements; gasoline price signage; cash register price displays; check cashing establishment price signage; dry cleaning complaints; price gender discrimination; warnings on shopping carts; and the availability of baby diaper changing accommodations in certain new facilities.

The Consumer Hotline receives all consumer complaints and inquiries and provides general consumer advice.

 Consumer Hotline:
 305-375-3677

 Business Licensing:
 305-375-4222

 Fax:
 305-375-4120

E-mail: consumer@co.miami-dade.fl.us

Website: www.miamidade.gov

Miami-Dade County also has the Consumer Advocate Office that takes legal action against violators of consumer protection laws based upon the investigative findings of their inspectors. The Consumer Advocate Office also conducts consumer educational programs, "How-to" workshops on the small claims court process and other events throughout the year. The Office is located at 140 West Flagler Street, Room 903, Miami, Florida 33130.

Consumer Advocate: 305-375-4199

The Passenger Transportation Regulatory Division regulates for-hire vehicles in Miami-Dade County. It licenses and inspects all taxis, limousines, passenger motor carries (including jitneys), non-emergency medical vehicle, special transportation service vehicles and private school buses. It also licenses the chauffeurs for these vehicles. The Division also regulates emergency ambulance services provided by private companies and public agencies. This Division is located at 140 West Flagler Street, Room 904, Miami, Florida 33130.

Regulatory Division: 305-375-2460 For-Hire Vehicle Inspection Station: 305-638-5786

Ambulance regulation: 305-375-4176, Ext. 854

Ε

Employment (Human Resources)

The City of Miami Beach employs nearly 1,800 people in over 300 classifications throughout the City. The widely diverse workforce performs various functions ranging from that of Mayor to summer recreation counselors. Employees find working for the City of Miami Beach both challenging and rewarding. Depending upon the position, employees may enjoy benefits including health, life and disability insurance, sick and vacation pay, attractive pension/retirement benefits and more.

The City's Human Resources Department coordinates all employment-related matters for the City. It is the starting point of any career with the City - all job applicants go through the Human Resources Department as part of the employment process. In addition, the department coordinates employee benefits, pensions and performs screening, interviews and background examinations for potential employees.

How to Apply

The first step in finding employment with the City of Miami Beach is to find out what positions are available. The City's website lists the available positions, the job requirements and their salaries. If you feel you meet the requirements, simply follow the instructions listed under each position and you may be on your way to a rewarding career in public service! You can also call the job hotline at 305-673-7777. The Human Resources Department is located at City Hall, 1700 Convention Center Drive, Third Floor.

Each advertisement will specify whether you can submit a resume or application for the position you are interested in. Background testing is conducted on all successful applicants prior to employment.

 Job Hotline:
 305-672-7777

 Telephone:
 305-673-7524

 Fax:
 305-673-7529

Email: humanresources@miamibeachfl.gov

F

Fire Rescue Services

The Fire Department is responsible for fire suppression, emergency medical response, fire prevention and inspections, emergency preparedness for all catastrophes, and fire safety education. Emergency services are delivered from four fire facilities strategically located to provide the best possible response times to citizens 24 hours per day throughout the year. Additional fire and emergency medical services are placed in service during special events. Fire prevention, inspection services and plans review for new construction and major renovation are provided through the Fire Prevention Division during the week, with voluntary after hours and weekend services

available. Public education is also provided for hurricane preparedness, training presentations, and evaluation of child safety seats, replacement, and installation. The Fire Department organizes the Community Emergency Response Training (CERT) and participates in **Neighborhood Leadership Academy** classes.

All Miami Beach Fire Stations provide safe haven for runaways through "Safe Place", and serves as a drop off haven for newborns less than three days old through the "Stork Nest" program.

Free Blood Pressure Checks are available at all stations between the hours of 9am to 5pm.

The Miami Beach Fire Department (Administrative Office) is located at 2300 Pine Tree Drive Miami Beach, Florida 33139.

Fire Department

2300 Pine Tree Drive Miami Beach, Florida 33139

Telephone 305-673-7120 Fax: 305-673-7881

Emergency Calls for Service: 911 Non Emergency Number: 305-673-7111

Rescue Administration

305-673-7130

Fire Prevention

305-673-7123

Support Services

305-673-7140

Fire Station 1 1051 Jefferson Avenue 305-673-7120

Fire Station 2 2300 Pinetree Drive 305-673-7120

Fire Station 3 5303 Collins Avenue 305-673-7120

Fire Station 4 7940 Collins Avenue 305-673-7120

G

Garbage/Trash Collection (Sanitation Services)

The Sanitation Division of the Public Works Department is responsible for the collection and disposal of residential garbage, trash and refuse generated at municipal buildings; the residential recycling program; sanitation inspections; street sweeping on public right-of-ways and collection and disposal of litter from public litter bins. Collection and disposal services for residential garbage, as well as residential recycling, are provided by Waste Management on contract to the City. The City provides mobile and manual street sweeping and litter control programs.

Contact the Sanitation Division for information on the disposal of garbage and refuse in residential areas, requirements for picking up garden/yard waste materials, disposal of discarded appliances, furniture, metals and

junk, and designated refuse areas for private refuse containers at 140 MacArthur Causeway, Miami Beach, Florida

33139.

 Telephone:
 305-673-7616

 Fax:
 305-673-7627

 BFI Customer Care Line:
 305-471-4444

 BFI Website:
 www.wm.com

Residential/Garbage Trash Collection

Material that results from general housekeeping and fits in your garbage can will be collected from the back or side yard two times per week. Regular residential garbage does not have to be placed on the swale, the area in front of your home adjacent to the street. Waste Management will collect residential waste from back or side yard. Cans or bags cannot weigh more than 50 pounds. Please place all garbage in garbage bags inside your garbage can. Only material placed in the garbage can will be removed.

It is important to remember that you may not place your garbage out for collection more than 24 hours before your scheduled pick-up. If a scheduled pick-up is missed, please contact the Sanitation Division at 305-673-7616 before 5:00 p.m. in order to have collected.

Route Information

Garbage/Trash

South Beach

(Biscayne Street to 41 Street, including islands) Monday - Solid Waste Only Thursday - Solid Waste and Yard Trash

Middle Beach

(41 Street to 67 Street)
Tuesday - Solid Waste Only
Friday - Solid Waste and Yard Trash

North Beach

(67 Street to 87 Terrace)
Wednesday - Solid Waste Only
Saturday - Solid Waste and Yard Trash

Garbage will not be collected on Thanksgiving Day, Christmas Day and Independence Day (July 4). Collection will resume on your next scheduled pick-up day.

Yard Waste

This is material resulting from yard maintenance including tree and shrub trimmings, grass clippings and palm fronds. All material must be placed in a container or bundled and weigh less than 50 pounds. Each limb cannot exceed four (4) feet in length or four (4) inches in diameter. This material must be placed at the curb no earlier than 24 hours prior to your second pickup day. Gardeners must remove yard waste immediately following the work performed and properly dispose of the yard material.

Illegal Disposal

All residents should be advised that under the City of Miami Beach Code, the illegal disposal of garden trash, tree and shrubbery trash, and special handling trash is a violation of the city code, and may result in the issuance of citations. Violators caught illegally dumping will be billed for all fines, trash/waste removal charges including labor, equipment and dumping fees, and an administrative charge. Interest will accrue at 10% per annum until paid as provided by the City Code. Unpaid charges may result in a lien placed upon your property.

Bulky Waste

Each residence is entitled to four, free on-call bulky waste collections (pick-ups) per calendar year. You may set at the curb any of the items listed below. One bulky waste pick-up is equal to twenty-five (25) cubic yards. You may use more than one of your pick-ups at a single time. Twenty-five (25) cubic yards would look like twenty-five (25) washing machines either in a single row or twelve (12) washing machines stacked two high. Once a resident has

used up all four bulky waste pick-ups, additional pick-ups may be scheduled at \$20 per cubic yard. This is called a "Special" pick-up and can be scheduled the same way you schedule a Bulky Waste pickup.

Bulky waste can be any of the following materials: large cuttings of bushes or tree limbs, which are a part of normal yard maintenance, which cannot be placed in a container or bundled. They cannot exceed six (6) feet in length. White goods such as discarded ranges, water heaters and other similar domestic appliances, remodeling and home repair trash from self-performed improvement projects including carpeting (cut to lengths of 6 feet or less), dry wall and lumber not exceeding five feet in length or 40 pounds, furniture such as sofas, chairs and mattresses.

Bulky waste does **NOT** include: (1) Debris resulting from tree removal, land clearing and building demolition. (2) Automobiles and automotive components, boats, tires, batteries, biological wastes. (3) Any debris resulting from work done by a contractor.

Remember to call Waste Management first to schedule an appointment before you set any bulky waste at the curb. By setting your bulky waste out the night before your scheduled pick-up, the City will remain neat and orderly. We all want to keep Miami Beach clean! You simply call Waste Management Customer Care line to schedule your pick-up within seven working days; your items will be picked up on the day of your appointment. The Customer Care Line can be reached at 305-471-4444

Recycling

Recyclables are collected every Wednesday from your curbside. Newspapers, cardboard and other paper products should be placed in the blue bins. The green bins are for clear glass food and beverage containers; aluminum and metal food and beverage cans; and plastic containers. Please leave these green and blue bins at your curbside by 7:00 a.m. To order these blue and green bins please contact Waste Management at 305-471-4444. It may take up to six (6) weeks for delivery. Please use brown bags until your bins are received.

Green Waste Facility (GWF)

The Green Waste Facility (GWF) is located at 2800 Meridian Avenue. It is open from 7:00 a.m. to 5:00 p.m, Monday through Saturday. The GWF Center is open so residents may bring green vegetative yard waste only. There will be no charge to residents arriving in a car, pick-up truck or SUV. Vans or trailers will be charged \$10.00 per cubic yard. Please take identification that indicates you are a Miami Beach resident.

How to Report Illegal Dumping

To report illegal dumping in your neighborhood, contact the Sanitation Division at 305-673-7000 ext. 7616, Monday through Friday between 8:30 a.m. and 5:00 p.m., or after hours, weekends and holidays the Public Works Service Center at 305-673-7625

Н

Housing Programs

The Housing Division of the Neighborhood Services Department has developed and established a variety of programs to upgrade the housing stock of the city and to provide quality affordable housing. The programs have been designed to address the specific needs of Miami Beach as an urban island with emphasis on rehabilitation and the preservation of the historic character of neighborhoods. The City operates these programs in collaboration with community-based organizations, community development corporations, not-for-profit organizations, and for-profit housing providers. The services are provided citywide utilizing funding from the U.S. Department of Housing and Urban Development (U.S. HUD) through the Community Development Block Grant (CDBG) and the HOME Investment Partnerships (HOME) Program, as well as funding from the State of Florida through the State Housing Initiatives Partnership (SHIP) program. The Housing Division is located at 555 17th Street.

Telephone: 305-673-7260 Fax: 305-673-7772

E-mail: neighborhoodservices@miamibeachfl.gov

Multi-Family Housing Rehabilitation Program

The Multi-Family Housing Rehabilitation Program provides matching grants to property owners for the rehabilitation of multi-family buildings in Miami Beach. The City matches up to 50 percent of the rehabilitation costs. After

completion of the rehabilitation, 51 percent of the units are maintained as affordable rental units for a period of five (5) years. For additional information and a copy of the guidelines for the program, please contact the Housing Division at 305-673-7260.

Owner Occupied Housing Rehabilitation Program

The Owner Occupied Housing Rehabilitation Program provides assistance to income-eligible homeowners to rehabilitate their homes. Eligible participants must reside in their homes. For additional information and a copy of the guidelines for the program, please contact the Miami Beach Community Development Corporation (link www.miamibeachcdc.org) at (305) 538-0090.

HOME Program: Acquisition and Rehabilitation Initiatives

The City publishes an annual Notice of Funding Availability (NOFA) for the HOME Investment Partnerships (HOME) Program. Funds may be utilized for acquisition and/or rehabilitation of multi-family buildings to provide affordable rental units or home ownership opportunities. For additional information, please contact the Housing Division at 305-673-7260.

SHIP PROGRAM

The City publishes an annual Notice of Funding Availability (NOFA) for the State Housing Initiatives Partnership (SHIP) Program. Funds may be utilized for the rehabilitation of units being acquired in conjunction with a home ownership assistance program. For additional information, please contact the Housing Division at 305-673-7260.

Home Buyer Assistance Program

The Home Buyer Assistance Program provides assistance to income-eligible homebuyers in the form of silent mortgages, down payment and closing costs assistance, and home ownership counseling. The program also provides assistance for the rehabilitation of the units being acquired. For additional information and a brochure of the program, please contact the Miami Beach Community Development Corporation (www.miamibeachcdc.org) at 305-538-0090.

Fair Housing

The Housing Opportunities Project for Excellence (H.O.P.E.), Inc. implements a fair housing educational campaign in close cooperation with the City. Annually, HOPE conducts nine fair housing education outreach workshops for housing providers, community groups, and residents. For additional information on fair housing issues, please contact the Housing Division at 305-673-7260.

The Housing Authority of the City of Miami Beach

The Housing Authority of the City of Miami Beach is an independent authority that assists low-income persons to receive financial assistance through the private housing market and a variety of affordable housing programs. The most well known program is Section 8 rental assistance, designed to assist very low-income and low-income families with rental payments. For more information on Section 8 or any of the Housing Authority's programs, please contact them at 200 Alton Road, Miami Beach, Florida 33139.

 Telephone:
 305-532-6401

 Facsimile:
 305-674-8001

 E-mail:
 ed@mbha.org

CERT (Citizens Emergency Response Teams)

The City of Miami Beach has become a part of a national network of Community Emergency Response Team (CERT) communities. The program is designed to help neighborhoods prepare for and respond after catastrophic disasters such as hurricanes, tornadoes, and other major emergencies. Volunteers are trained in basic disaster survival and rescue skills that improve the ability of citizens to survive until responders or other assistance arrives. The City of Miami Beach is offering CERT training to Miami Beach residents. Contact the Fire Department or sign up online at www.miamibeachfl.gov

L

Legal Assistance

The Florida Bar wants to make legal services readily available to individuals and families who need a lawyer. The Lawyer Referral Service also has established Low Fee, Elderly, AIDS Law and Disability Law panels for clients in need. The Florida Bar Lawyer Referral Service is available at 1-800-342-8011 or via the Internet at www.flabar.org/newflabar/consumerservices/

If you cannot afford an attorney's services, contact Legal Services of Greater Miami. Legal Services of Greater Miami handles a variety of civil legal cases including housing, family support, employment and job training matters, family violence and Medicaid benefit problems, discrimination cases, private landlord tenant matters as well as educational seminars and referral services. The Miami Beach branch is located in the South Shore Community Center, 833 Sixth Street. For referral to an attorney, call 305-579-5733 between the hours of 9:30 a.m. and noon or 1:30 p.m. and 4 p.m., Monday through Friday.

Libraries

Miami Beach branch libraries are part of the Miami-Dade County Public Library System. Library cards are issued at all of the Beach branches and are valid at any library in the County system. The card gives users access to the special services, which include: "talking books" for the blind or other physically handicapped individuals, "L.E.A.D." (literacy tutoring for adults) and "65+ Club" which provides books by mail for homebound elderly or handicapped persons. Cards may also be used to check out framed artworks, audiotapes and phonograph records. The Miami Beach branches of the Miami-Dade County Public Library System present a variety of programs each month. For information on the presentations and activity schedule, contact each branch directly.

You can apply online for a library card, as well as access a variety of services at the Miami-Dade Public Library System website at www.mdpls.org

Main Library Branch

227 22nd Street

Miami Beach, Florida 33139

Telephone: 305-535-4219 TDD (Hearing Impaired): 305-535-4221

Hours:

Hours: Mondays, through Thursdays 9:30 a.m. to 9:00 p.m.

Friday & Saturday 9:30a.m. to 6:00 p.m.

Sundays (Mid October to mid June) 1:00 p.m. to 5:00 pm

Sundays (Mid June to Mid October) Closed

North Shore Branch

7501 Collins Avenue,

Miami Beach, Florida 33141

Telephone: 305-864-5392

Monday, Tuesday, Thursday, Friday and Saturday 9:30 a.m. to 6:00 p.m.; Wednesday 11:30 a.m. to 8:00 p.m.

Closed Sundays

South Shore Branch

131 Alton Road

Miami Beach, Florida 33139

Telephone: 305-535-4223

Monday, Tuesday, Thursday, Saturday, 9:30 a.m. to 6:00 p.m.

Wednesday 11:30 a.m. to 8:00 p.m.

Friday and Sunday closed

Licenses

Certificate of Use & Occupational Licensing

All business owners are required to obtain both a City of Miami Beach <u>Certificate of Use</u> and an <u>Occupational License</u> to operate a business within the City. Any past due balance must be paid before a license is issued. **Operating a business without a license is prohibited.**

A Certificate of Use (C.U.) is a pre-requisite to the issuance of a City of Miami Beach Occupational License. The C.U. fee must be submitted at the time of application and each year thereafter by September 30. Inspections by the Building Department, Fire Department, Planning Department, and others, must occur following the submission of an application. Applications must be submitted in person at City Hall, Licensing Office, 1700 Convention Center Drive, First Floor. Upon approval of your C.U., you will be eligible to obtain an Occupational License. Occupational License applicants may be required to submit certain documents, including, but not limited to: State License, Articles of Incorporation, Proof of Insurance, Bonds, Recorded Deeds, and Lease. A Miami-Dade County Occupational License must also be obtained.

The Occupational License and Certificate of Use year begins October 1 and expires September 30. Fee collections for new businesses are prorated as follows: October 1 to April 30, full-year fee; May 1 – June 30, half-year fee; and July 1 – September 30, quarter-year fee. For more information, call the Finance Department's License Division, 1700 Convention Center Drive, First Floor, Miami Beach, Florida 33139.

Hours of Operation are Monday through Friday: To apply or pay for a license; 8:30 a.m. to 4:30 p.m.

General Office: 8:30 a.m. to 5:00 p.m.

Telephone: 305-673-7420 Fax: 305-673-7599

Email: lidiacristobal@miamibeachfl.gov

Driver License

A driver's license is required to operate any motor vehicle. Most office hours are 7 a.m. to 6 p.m. Tuesday through Friday. As a result, offices are busier on Tuesdays and after 5 p.m. Some offices located in Miami are open Monday through Thursday, 7 a.m. to 6 p.m. Appointments are provided at all full service offices. Appointments are recommended. A hearing, vision, road signs, road rules, and driving tests are given at the driver's license offices and may or may not be required for the license or identification card you are seeking. During the driving test, the examiner will observe your ability to control the vehicle and how well you obey traffic laws. Driver's license handbooks, motorcycle handbooks and commercial driver's license handbooks are available for your use from your local driver's license offices. There is no charge for the handbooks and may be returned for reuse. Note: Customers applying for a commercial driver license should consider that the commercial driver license is a professional license with more testing requirements than other licenses. If you wish to apply for a commercial driver license, please obtain a study manual before testing.

There are several driver's licenses offices located throughout the county. The closest one to the City of Miami Beach is found at 1555 Biscayne Boulevard, Florida 33160. By appointment only.

Hours of Operation: Monday through Thursday

7am-4pm

Telephone: 305-229-6333.

Website: www.hsmv.state.fl.us

Hunting and Fishing Licenses

To hunt or fish in Miami-Dade County you are required to purchase a license in cash and renew it every year. The license you will need depends on the length of time you need it and the type of hunting or fishing you want to do. To obtain a license, contact the Miami-Dade County Finance Department Tax Collector Division at 140 W. Flagler Street, First Floor, Miami, Florida 33130

Telephone: 305-375-3591

Marriage License

Obtaining a marriage license is as easy as running down to our local district court house. You can apply for the license no more than 59 days before your wedding date. You will need to bring along \$88.50 (payable in cash, VISA or MasterCard.) The Marriage License Division of each court is open Monday through Friday, from 8:30 a.m. to 4:30 p.m. Marriage Licenses can be obtained from any of the Miami-Dade Courts.

Miami Beach District Court 1130 Washington Avenue, Room 224 Miami Beach, Florida 33139

Telephone: 305-275-1155

M

Mosquito Control

The Mosquito Control Division of the Miami-Dade County Public Works Department manages the countywide mosquito control program. Truck-mounted foggers are used at night and in the early morning hours to control mosquito populations. Fogging activity is most prevalent in low-lying, mosquito-prone areas and during the months of late summer and early fall when mosquito populations are at their peak here in South Florida. More information on the Miami-Dade County Mosquito Control Program and fogging routes and schedules may be obtained by contacting the Mosquito Control Division located at 8901 N.W. 58 Street, Miami, Florida 33178. The City's Code Compliance officers will respond to complaints regarding the presence of mosquito breeding hazards created by the failure to properly maintain a residential or commercial property. To request an inspection, contact the Code Compliance Division.

Miami-Dade County Mosquito Control Division

Telephone: 305-592-1186

City of Miami Beach Code Compliance Division

Telephone: 305-673-7555 Fax: 305-673-7012

E-mail: <u>codecomplianceemail@miamibeachfl.gov</u>

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Outreach Services

As a branch of the Neighborhood Services Department, the Community Resource & Outreach Division works closely with the City's operational service departments to coordinate enhanced delivery of City services in a manner that is responsive to the specific needs and requests of neighborhoods throughout the City. By reaching out to and interacting with homeowners, condominium associations, civic groups, residents, business owners and other internal city departments, the Division's Community Resource Coordinators provide responsible, timely and results-oriented customer service. Working together with the community, the Coordinators identify needs, conceive and implement solutions, and develop, facilitate and implement new public and/or private enhancement programs.

Telephone: 305-673-7000 Ext. 6178 or 6752

E-mail: neighmail@miamibeachfl.gov neighborhoodservices@miamibeachfl.gov

P

Parking

The City of Miami Beach Parking Department handles on-street (curbside) and off-street (garages and surface lot) parking throughout the City. Through metered lots, on-street parking, residential restricted permit programs and other innovative methods, the parking department strives to reduce traffic congestion on city streets - as well as to provide residents and visitors alike with the convenience of nearby access to their vehicles.

The City has over 12,400 parking spaces, 61 surface parking lots and six parking garages (with new garages currently under construction). If you have any guestions, please call the parking hotline at 305-673-PARK.

Parking Decals

Handicapped and Baby Stroller

Parking permits for handicap parking can be obtained from any Tax Collector or tag agent's office. Baby stroller parking permits can be obtained from any Team Metro office. The application form must be completed by the applicant and certified by an authorized medical practitioner or agency. The closest tag agency to City of Miami Beach City Hall is located at 800 71st Street, Miami Beach, Florida 33141.

Miami Beach Tag Agency: 305-868-5365
Baby Stroller Parking Permit: 305-375-4845
Disabled Parking Permit: 305-375-3591

Residential Permits

The City of Miami Beach, in an effort to provide residents with adequate parking for personal vehicles, has established residential parking zones in several areas of the City. To park in these zones during restricted hours, vehicles must display a residential parking decal. Residential zones are tow-away zones for those vehicles without the proper decal. They are strictly enforced and each zone is clearly marked with street signs.

The zone on your permit must match the zone on the Residential Permit Parking sign in order for you to park there. The permit DOES NOT exempt you from any posted parking regulations, yellow safety zones, obstructing sidewalks, nor does it guarantee you a parking space. All posted and public safety regulations must be observed, including restrictions for parking meters. The permit is not transferable from vehicle to vehicle. The permit can ONLY be used on the vehicle it is issued to and MUST BE PERMANENTLY AFFIXED to your front windshield, lower corner, driver's side. Only one valid permit may be displayed. If you change vehicles or your license plate, you must apply for a replacement permit and return the old permit. In the case of a stolen residential permit, you must provide the Parking Department with a police report for the stolen vehicle. Visitor permits are not replaced under any circumstances.

The fee for a replacement or stolen residential permit is \$7.50. Replacement of the permit will require presentation of a government-issued photo identification, a police report, if applicable, the old permit and verification in the Residential Parking Program Computer System that you were a valid decal holder.

To obtain a residential parking permit, a Miami Beach resident must present a driver's license, valid vehicle registration in your name, and a bill with your name and Miami Beach address dated within the last 30 days. If you recently moved to the City, we will accept a lease for your initial permit if it is dated within 30 days and signed by you and your landlord. For more information about Residential Parking Zones, please contact the City of Miami Beach Parking Department at 305-673-PARK (7275) or visit our website at www.miamibeachfl.gov

Commercial Permits

To purchase a business parking permit first call the Parking Department to see if there is availability at the parking facility in which you are interested. If there are no spaces, you may be accommodated at the nearest available facility and your name can be added to our waiting list for your facility of choice. If spaces are available, then you would need to come in person and bring your driver's license and your valid vehicle registration to purchase the permit. The permit costs \$64.20 (includes sales tax) per month and you can buy your permit up to one year in advance.

Parking	g Garages	Rates

7th Street Garage \$1.00 per hour \$14.00 max 24 hours (210 – 7th Street) \$10.00 flat rate Friday 9pm - Saturday 5am \$10:00 flat rate Saturday 9pm - Sunday 5am \$10.00 flat rate Sunday 9pm - Monday 5am

17th Street Garage \$1.00 per hour \$8.00 max 24 hours

(640 – 17th Street) \$5.00 flat rate special events

13th Street Garage \$1.00 per hour \$8.00 max Monday – Friday \$6.00 flat rate 12:01a.m. Monday–

Friday noon

(1301 Collins Avenue) \$8.00 flat rate noon Friday-12:00 midnight Sunday

12th Street Garage \$ 2.00 flat under two hours Monday-Friday

(1100 Washington Avenue) \$ 6.00 flat rate Monday-Friday noon

\$ 8.00 flat rate noon Friday-12:00 midnight Sunday

42nd Street Garage \$1.00 per hour \$8:00 max 24 hours (400 – 42nd Street)

Anchor Shops Garage \$ 1.00 up to 1 hour (1557 Washington Avenue) \$ 2.00 up to 2 hours

\$ 6.00 up to 3 hours \$10.00 up to 6 hours \$16.00 up to 24 hours

\$10.00 flat rate Fri, Sat, & Sun; enter after 9:00p.m. out by 5:00a.m.

After 5:00a.m. max rates applies.

All City of Miami Beach Parking Garages accept MasterCard, Visa, American Express and Smart Cards.

PUBLIC – PRIVATELY OPERATED GARAGES

10th Street & Collins Ave. / Pelican Garage (operated by Park 1)

16th Street & Washington Ave. / Comras Garage (operated by Standard Parking)

17th Street & Michigan Ave. / Dacra Garage (operated by Standard Parking)

Parking Meters

Electronic parking meters are available throughout the City, both on-street and at surface lots. Parking meter rates and hours of operation (enforcement) are as follows:

Area Meter Rate Hours of Operation

South of Dade Blvd/23rd Street \$1.00 per hour 9:00 a.m. to Midnight/seven days

(including weekends and holidays)

North of Dade Blvd./23rd Street \$1.00/\$0.50 per hour 8:00 a.m. to 6:00 p.m./seven days

(including weekends and holidays)

If you received a ticket and you believe that the meter was broken, bring it to the Parking Department within 15 days of issuance. If you did not get a ticket, but just wanted to report a broken meter, call the Parking Department at 305-673-7505 with the meter number located right on the meter pole.

Miami Beach "Parking Cards"

Debit Cards

The Easiest Way to Park & Ride – The Miami Beach "Parking Cards" can be used at all Miami Beach municipal parking meters, most Lots and Garages.. Parking Meter Cards are prepaid parking cards that are used on our parking meters and garages instead of coins. They will only work on City of Miami Beach parking meters. Smartcards can be recycled and recharged. We accept the cards back when they have a zero balance and then recycle them for future sales. Customers can always buy another card. Smart Cards are also accepted in all CMB parking garages.

The Miami Beach "Parking Cards" can be purchased at City Hall, Parking Department, Chamber of Commerce, Publix Supermarkets (Miami Beach & select Miami locations), Beach Bank (Miami Beach), Lee Ann Drugs, Zelick's Tobacco, Bay Supermarket, News Cafe, Van Dyke, The Wolfsonian and other locations. The Parking Department only accepts cash payment for the parking cards. Please call 305-673-7505 for a list of current vendors.

Parking Tickets

Need to find out where to pay your parking ticket? There are several locations listed on the back of each parking citation. The closest one in Miami Beach is located at 225 Washington Avenue. You can also pay by credit card by having your citation number and calling 305-275-1133 or you may pay on-line at http://www.miamidade.gov/parkingticket/ using Visa or MasterCard.

The City of Miami Beach Parking Department only reviews citations issued for two types of violations: broken meters or citations that deal with residential/municipal (restricted parking) permits. If you feel that you were erroneously cited and it is one of the types of citations the City reviews, bring the citation to the Parking Department within 15 days of issuance. An administrative review of the citation will be conducted. If your citation is deemed to have been issued correctly, then you may always appeal by requesting a hearing and court date through Miami-Dade County's Parking Violations Bureau at 140 West Flagler Street, Room 102, Miami, Florida 33130.

All other types of citations (prohibited, police issued) are contested by setting it for court at the Parking Violations Bureau, 140 West Flagler Street, Room 102, Miami Florida 33130. You can request that the hearing be held at the Miami Beach Branch of the Miami-Dade County Courthouse.(225 Washington Avenue)

For all other parking related inquiries, please contact the Parking Department at 309 23 Street, Ste 200, Palm Court Building (corner of Liberty Avenue, one block west of Collins Avenue)., Miami Beach, Florida 33139.

Hours of Operation Monday through Friday 7:30 a.m. to 6:00 pm

 Telephone:
 305-673-7505

 Fax:
 305-673-7066

 Director's Office Fax:
 305 673-7853

Parks and Recreation

The Parks and Recreation Department is dedicated to addressing the highly diversified recreational, cultural and environmental interests of all children, youth, adults and senior citizens residing in, or visiting, the City of Miami Beach. The Department provides a myriad of programs and services seven (7) days per week, 365 days per year. The staff consists of well-trained professionals dedicated to improving the City's Parks and Recreation service delivery system by striving to maintain the highest level of standards possible with the resources available to them.

The Recreation Division offers a wide variety of programs and activities to address the interests of youth, adults, senior citizens and people with disabilities. The majority of programs and activities currently offered in four major parks, seven neighborhood parks, one Handball/Racquetball Center (Flamingo), 12 neighborhood tennis courts, two tennis centers and a stadium (North Shore and Flamingo), two community centers (North Shore, 21st Street) and three pools (Flamingo, Scott Rakow and Normandy Isle). Additionally, the Recreation Division manages 2 unique youth centers. The Scott Rakow Youth Center houses an ice-skating rink, gymnasium, swimming pool, game room and six bowling lanes. The North Shore Park Youth Center is a 30,000 sq/ft facility housing a game room, classrooms, a fitness center, a dance room and a wood floor basketball gymnasium. In addition to the above mentioned facilities, the Recreation Division offers a complete schedule of after school and summer programs for youths, instructional classes in activities including most team sports, tennis, swimming, ice skating, arts and crafts, dances; live performances and concerts for all age groups as well as programs for persons with disabilities.

The City coordinates summer programs aimed at engaging young minds in fun and positive ways. For commencement dates, please contact the Parks and Recreation Department. The cost for Summer Camp is \$500.00 for Miami Beach residents, \$750.00 for non-residents, covering the 8 weeks of Summer Camp. The rate applies to all facilities. A 50 percent discount is applied for each additional sibling and no child, who is a Miami Beach resident, will be excluded from any recreational program based on their inability to pay. Parents can fill out a scholarship application form to be evaluated on a need-basis.

The City of Miami Beach strives to make all of its programs accessible to all who wish to participate. Children with disabilities often participate alongside children without disabilities in recreational programs. Recreational programs for adults are also available. Please contact the Parks Department for more information.

FACILITY DIRECTORY

Parks and Recreation Department Administration

2100 Washington Avenue Telephone 305-673-7730

TDD: 305-673-7220

Recreation Division

2100 Washington Avenue Telephone 305-673-7730

Greenspace Management Division

2100 Meridian Avenue Telephone 305-673-7720

YOUTH PROGRAMS

Muss Park

4400 Chase Avenue Telephone 305-673-7765

Normandy Isle Park

1767 - 71 Street Telephone 305-993-2019

North Shore Park and Youth Center

501 72nd Street 305-861-3616

Scott Rakow Youth Center

2700 Sheridan Avenue 305-673-7767

Flamingo Park

999 11th Street 305-531-5636 Ext 26

TENNIS CENTERS

Flamingo Tennis

11th Street at Jefferson Ave. 305-673-7761

North Shore Tennis

350 73rd Street 305-604-4080

AQUATIC PROGRAMS

Flamingo Pool

11th Street at Jefferson Ave. 305-673-7750

Normandy Pool

7030 Trouville Esplanade 305-993-2021

Youth Center Pool

2700 Sheridan Avenue 305-673-7767

MAJOR PARKS

Flamingo

11 Street & Jefferson Avenue 305-673-7766

North Shore Park and Youth Center 501 72 Street 305-861-3616
North Shore Open Space Park 79th - 86th Street & Collins Avenue 305-673-7720

South Pointe Park

1 Washington Avenue 305-673-7730

COMMUNITY CENTERS

21st Street Recreation Center 2100 Washington Avenue 305-673-7784

North Shore Activity Center

Building/Bandshell 7250 Collins Avenue 305-993-2001

TOT-LOTS/PLAYGROUND

Fisher Park – 50 Street & Alton Rd.

Maurice Gibb Park – 18 Street/Purdy Avenue
La Gorce Park – 6421 Alton Road
Lummus Park – Ocean Drive, 5 – 15th Street

Muss Park – 4400 Chase Avenue
Normandy Shore Park – 2401 Biarritz Drive
Polo Park- 4301 N. Michigan Ave.

Marjory Stoneman Douglas Park – 3 Street and Ocean Drive
Palm Island Park – 159 Palm Avenue

GOLF COURSES

Miami Beach Golf Club 2301 Alton Road 305-532-3350

Normandy Shores Golf Course 2401 Biarritz Drive 305-868-6502

Par 3 Golf Course 2795 Prairie Avenue 305-532-3350

Bark Parks

There are currently two designated Bark Parks within the City of Miami Beach. These parks have fenced areas where dogs can roam freely. Remember to always pick-up after your dog.

Flamingo

11 Street & Jefferson Avenue 305-673-7766

Pinetree

4400 Pinetree Drive

For additional information, please contact the Miami Beach Recreation Division at (305) 673-7730 or by e-mail to recreation@miamibeachfl.gov. Or visit us on our website at www.miamibeachparks.com

Permits

Film & Print Permits

The Film & Print Division supports film, photography and television productions throughout Miami Beach including the permitting of filming in residential neighborhoods. If a production company wishes to use a residential location or public property for commercial film, television or photo shoot production, they must obtain a permit from this office. In general, a minimum of 48 hours advance notice is required, and considerations such as parking, police, hours of operation, noise levels and neighborhood notification are addressed.

If you feel that your neighbor is using their property for film shoots without a permit please contact the Film and Print Office at 305-673-7070 or the Code Compliance Division at 305-673-7555. For more information on how to obtain a permit, please contact the Film and Print Office at 555 17 Street (Courtyard Entrance) Miami Beach, Florida 33139.

Telephone: 305-673-7577 Fax: 305-673-7063

Website: www.miamibeachfl.gov

Garage Sale Permits

To obtain a garage sale permit, go to the License Division, located on the first floor of City Hall, Monday through Friday before 3:00 p.m. of the day prior to the date of sale. Only one garage sale is permitted in each 12 month period. Only two (2) signs, no larger that 12" by 18" may be displayed to advertise the sale. No signs may be located on public property or on the public right-of-way. Fines will be imposed for violations. Please review the rules and regulations given to you at the time of application. If you have any questions please contact the Neighborhood Services Department Code Compliance Division at 305-673-7555.

Sidewalk Café Permits

Restaurants must obtain a sidewalk café permit before providing sidewalk service to patrons. This permit, which is reviewed by various city departments to ensure safety, ADA considerations and design appropriateness, must be obtained prior to the placement of any tables or chairs on public property. For more information including fees, contact the Finance Department's Occupational License Office at City Hall, First Floor, and pick up an application.

Telephone: 305-673-7420 Fax: 305-673-7795

Police Services

Miami Beach Police Department

The Miami Beach Police Department provides municipal police service and specialized support to the entire community. The Police Department is a team of law enforcement professionals committed to setting the benchmark for quality police service by promoting strong community partnerships and upholding the highest ethical standards.

Important Telephone Numbers

Emergency Dispatch 911

Non-Emergency Requests 305-673-7900 Criminal Investigations Division 305-673-7945 Auto Crimes 305-673-7916 Accident Investigation 305-673-7888

Juvenile Section	305-673-7942
Crime Prevention	305-673-7813
Crime Watch	305-673-7813
Records (Police Reports)	305-673-7990
Media Relations (Police)	305-673-7383

Crime Prevention Tips

The Miami Beach Police Department Crime Prevention Unit offers a full range of free services to residents and businesses. If you would like to schedule an appointment for a free home/business security survey with one of our Crime Prevention Specialists, please call 305-673-7813.

Crime Watch Information

Help to keep your neighborhood safe. Neighborhood crime watch teams learn how to identify potential problems and work with the community to safeguard against crime. A crime watch is an excellent way to bring your neighborhood together to prevent crime and increase the effectiveness of law enforcement. The Police Department has an active Crime Watch Program, both for neighborhoods and business. Please call the Crime Watch Office at 305-673-7813.

Police Citizens' Academy

The Citizens' Police Academy is a multifaceted educational program in which interested citizens learn about the Miami Beach Police Department, how it operates, the policing challenges which face the city and general insight into the field of law enforcement. The program is solely informative and does not train or promote citizens to act in a law enforcement capacity. Graduates of the Academy will not be certified police officers. However, increased awareness and understanding will enable participants to more effectively involve themselves in crime prevention and to stimulate a citizen-police partnership in their neighborhoods.

Any resident, civic organization representatives as well as members of religious and business communities of the City of Miami Beach 18 years of age or older are eligible to attend the Academy free of charge. All applicants will be screened via a records clearance check prior to their acceptance in the program. For more information, call the Crime Prevention Unit at 305-673-7813.

Domestic Violence Intake Unit

The Miami Beach Police Department Domestic Violence Unit serves as a catalyst for domestic violence crime victims and their families to receive effective legal and social interventions. Services are implemented to ensure continued support and direct assistance as soon as possible after the crime has occurred in order to reduce further victimization and improve victim participation and involvement in the criminal justice process. The unit focuses on issues of domestic violence, family violence, dating violence, gay and lesbian same-sex battering, child welfare, elder abuse and multi-cultural awareness. The unit collaborates with other agencies within the community to ensure effective and prompt intervention for victims and their families. In addition, our unit initiates and implements community awareness projects and specific training programs to educate and enlighten communities of the pervasive and devastating effects of domestic violence.

The services provided include: supportive counseling services (specifically crisis intervention and trauma resolution); follow-up contact (in-person, through phone contacts and certified letters); information and referrals in-person and through certified letters (community service agencies and shelters); criminal justice support and advocacy; and emergency transportation and assistance in filing victims' compensation claims. Miami Beach Domestic Violence Intake Unit is located at the Miami Beach Police Department, 1100 Washington Avenue, Miami Beach, Florida 33139. Telephone: 305-673-7776 extension 5862. Business Hours: 9:00 a.m. – 4:00 p.m.

Miami Beach Police Station

1100 Washington Avenue Miami Beach, Florida 33139 Telephone: 305-673-7900

Fax: 305-673-7456

North Beach Sub-Station

6840 Indian Creek Drive Miami Beach, Florida 33141 Telephone: 305-993-2060

Fax: 305-993-2066

Public Works and Operations

The Public Works and Operations Department provides the following services listed under the different Divisions. The Public Works Department is located at City Hall, 1700 Convention Center Drive, Fourth Floor.

Telephone: 305-673-7080 After Hour Emergency Service: 305-673-7625 Fax: 305-673-7028

Email: works@miamibeachfl.gov

Engineering Division

The Engineering Division is comprised of the engineering, surveying and right-of-way sections. The Engineering Section designs and/or reviews infrastructure improvements or repairs, maintains engineering and utility records, and inspects city bridges, seawalls, streets, water, sewer, stormwater, and street lighting systems. The Surveying Section performs surveys, legal descriptions, develops construction layout, and line and grade for water, sewer, stormwater, streets and street lighting improvements. The Right-of-Way Section issues right of way permits, including permits for City projects, other utility (FPL, Bell South, etc.) projects, commercial and residential projects, reviews Planning and Zoning Board issues, conducts building plan reviews, and issues permits for sidewalk cafes, newspaper racks, pay phones and bus shelters. The Engineering Division is located at 1700 Convention Center Drive, 4th Floor, Miami Beach, Florida 33139.

Property Management Division

The Property Management Division provides facilities services support, and provides in-house construction services to City departments. Property Management Division is located at 1245 Michigan Avenue, Miami Beach, Florida 33139.

Telephone: 305-673-7630 After hours emergency services call: 305-673-7625

Water Division

The Water Division maintains potable water main and service lines, pumping stations, storage tanks, fire hydrants, and meters and valves, performs installation, reading and servicing of all city water meters, and collects water samples to test compliance with State and Federal regulations.

Miami-Dade County's Water and Sewer Department (WASD) operates and manages the drinking water and wastewater service for the entire county. Their three regional water treatment plants process an average of 330 million gallons of water and three wastewater plants, treating approximately 300 million gallons every day. The Water Line (305-448-SAVE) has the latest information about water restrictions, drinking water treatment, lead and drinking water, Xeriscape, water conservation and environmental tips and water saving devices. They even provide free water conservation kits.

For information on water conservation and water restriction please contact the South Florida Water Management District at 3301 Gun Club Road, West Palm Beach, Florida 33416-4680, by telephone at 561-686-8800 or 1-800-432-2045 (Florida Only) or via the Internet at www.sfwmd.gov.

Water Division Telephone: 305-673-7620
After hours emergency services call: 305-673-7625
WASD Water Line: 305-448-SAVE

The Sewer and Stormwater Division maintains sanitary sewer main and service lines, pumping stations, and control facilities, maintains the stormwater system including catch basins, pipe lines and outfalls, and installs catchment filter basins to reduce and eliminate polluted stormwater run-off into the waterways and the Bay

Telephone: 305-673-7620 After hours emergency services call: 305-673-7625

Streets and Streetlights Division

The Streets and Streetlights Division repairs and maintains city streets, sidewalks, curbs, and gutters, as well as city streetlight poles, fixtures, cables and transformers. It is important to know that the Florida Department of Transportation (FDOT) maintains Collins Avenue, Alton Road, Normandy Drive, 71 Street, Indian Creek Drive, 63 Street, Harding Avenue, and 5 Street and the County maintains Dade Boulevard, Pine Tree Drive, La Gorce Drive, Venetian Causeway and 23 Street.

Street Service Requests:

City of Miami Beach Street and Streetlights Division: 305-673-7625 FDOT: 305-650-0051

Miami-Dade County: 305-592-3580 (Press #3).

Streetlight Service Requests

City of Miami Beach Street and Streetlights Division: 305-673-7625 Florida Power and Light (FP&L Light Poles): 305-442-8770

Miami-Dade County

 Streetlights:
 305-592-3580 (Press #3)

 Traffic Signals:
 305-592-3580 (Press #2)

Street Signs and Pavement Markings Service Requests

Miami-Dade County: 305-592-3580 (Press #1)

Real Estate Taxes

Real estate property taxes are due November 1 for homeowners in Miami-Dade County. Becoming delinquent makes you subject to additional charges after March 31. Florida law permits homeowners to defer payment of that portion of real estate taxes plus certain non-ad valorem assessments levied against their homestead that exceed 5 percent (3 percent for senior citizens) of their household income. The deferred taxes, non-ad valorem assessments, and interest constitute a lien against the homestead. Application must be made before January 31, each year. If you wish to pay taxes by installments, application must be made by April 30 and the first payment by June 30. Reapplication is not necessary if currently enrolled in the plan. (See Homestead Exemption below)

Applications are available at the Tax Collector's Office located at 140 West Flagler Street, 14th Floor, Miami, Florida 33130 and at the South Dade Government Center, 10710 S.W. 211 Street, Room 104.

Tax Collector 24-Hour Information Line: 305-270-4916 TDD: 305-372-6309

Homestead Exemption

Florida law allows qualified property owners to exempt the first \$25,000 of property value from both real estate taxes and school taxes. To qualify, a first-time applicant must: own the property for which an exemption is being sought, live on the property, and make it his/her permanent residence before January 1 of the year in which they are seeking to obtain homestead exemption.

The annual application period begins the first working day following January 1 and continues through March 1 of each year. A first-time applicant must apply in person and, in addition to a deed, tax bill or memorandum notice in their name, should furnish any two proofs of residence. Other exemptions available are widow/widower, veteran disability, civilian disability, and institutional. For further information, contact the Homestead Exemption Division of the Miami-Dade County Property Appraisal Department at 111 N.W. 1st Street, Seventh Floor, Miami, Florida 33128.

Homestead Exemption Division Clerk of County Courts

305-375-4020

County Recorder 305-275-1155

Appraisal Department

Real Estate 305-375-4099 **Business Personal Property** 305-375-4070

S

Schools (Miami-Dade County Public Schools)

In order to enroll your child at your local public school there are several things that you will need to know. Parents of students attending public school for the first time must present the following items at registration:

- A properly executed lease; any utility deposit or receipt showing name and address; or statement from a real estate broker or attorney stating the address of the new residence as verification of proof of residence;
- A birth certificate or state-approved alternate documentation to establish proof of date of birth;
- A Certification of Immunization (Children & Family Services Form 680), and;
- A completed Student Health Examination (Children and Family Services H Form 3040), including proof of tuberculin test, reading of the test and appropriate follow-up.

Miami-Dade County Public Schools is located at 1450 NE Second Avenue, Miami, Florida 33132.

Telephone: 305-995-1334 Fax: 305-995-1572

Website: http://dcps.dade.k12.fl.us/

The following is a list of the Miami-Dade County Public Schools located within the City of Miami Beach.

Public Schools

Elementary Schools

Biscavne Elementary

800 77 Street Miami Beach, FL 33140 Telephone:305-868-7727 Fax: 305-864-5543

Website: www.dade.k12.fl.us/biscayne/

North Beach Elementary

4100 Prairie Ave. Miami Beach, FL 33140 Telephone: 305-531-7666 Fax: 305-674-8425

Website: www.dade.k12.fl.us/nbeach/

Fienberg-Fisher Elementary

1420 Washington Ave. Miami Beach, FL 33139 Telephone: 305-531-0419 Fax: 305-534-3925

Website: www.dade.k12.fl.us/fisher/

South Pointe Elementary

1050 4th Street Miami Beach, FL 33139 Telephone: 305-531-5437 Fax: 305-532-6096

Website: www.dade.k12.fl.us/spointe/

Middle School

Nautilus Middle

4301 N. Michigan Ave. Miami Beach, FL 33140 Telephone: 305-532-3481

Fax: 305-532-8906

Website: www.dade.k12.fl.us/nautilus/

High School

Miami Beach Senior High

2231 Praire Ave. Miami Beach, FL 33139 Telephone: 305-532-4515

Fax: 305-531-9719

Website: www.dade.k12.fl.us/mbeach/

Т

Transportation

South Beach Local

Experience the best of South Beach in the new South Beach Local. Ride for only \$.25 each way. With numerous bus stops, and service running every 10 to 15 minutes everyday, the South Beach Local makes getting around SoBe a breeze. Get on board the air-conditioned circulators and leave the walking for a leisurely stroll down Lincoln Road or Espanola Way. Or take the South Beach Local down to South Point Park for a view of Fisher Island and cruise ships sailing out of the Port of Miami. Hop on again and ride in comfort to any of your favorite places on Washington Avenue. This new Miami-Dade Transit bus route replaces the Miami Beach Electrowave bus service and Route W.

Schedule:

Monday through Saturday

Every 15 minutes between 7:45 am and 10:00 am

Every 10 minutes between 10:00 am and 6:00 pm

Every 15 minutes between 6:00 pm and 1:00 am

Sunday

Every 15 minutes between 10:00 am and 12:00 noon

Every 10 minutes between 12:00 noon and 6 pm

Every 15 minutes between 6:00 pm and 1:00 am

For a full schedule, call Customer Services at 305-7703131

TTY(deaf and hard-of-hearing) call 305-654-6530

Or visit www.miamidade.gov/transit

Countywide Transportation Services (Miami-Dade Transit Agency)

Metrobus

Metrobus offers countywide service from Miami Beach to west Miami-Dade, and from Key Largo to the southern portion of Broward County. All buses are wheelchair accessible. In addition, Metrobus connects with Metrorail and Metromover. With over 1031 buses, 107 Metrobus routes travel over 41 million miles per year. Several routes operate 24 hours a day.

Metrorail

Miami-Dade County's 21-mile, elevated rapid transit system runs from Kendall through South Miami, Coral Gables, and downtown Miami; to the Civic Center/Jackson Memorial Hospital area; and to Brownsville, Liberty City, Hialeah, and Medley in northwest Miami-Dade, with connections to Broward and Palm Beach counties at the Tri-Rail/Metrorail transfer station.

Metromover

Metromover is a free automated people-mover system that serves downtown Miami from Omni to Brickell and connects with Metrorail at Government Center and Brickell stations. There are 20 conveniently located wheelchair accessible Metromover stations, one about every two blocks. Metromover Inner Loop and Outer Loop service begins everyday at 5:00AM and ends at midnight.

Paratransit

If you cannot ride Metrobus, Metrorail, or Metromover because you require special assistance, call 305-630-5300 for information about Miami-Dade County's Special Transportation Service. For \$2.50 per one-way trip, STS offers shared-ride, door-to-door travel in accessible vehicles throughout most of Miami-Dade County, in some parts of south Broward County, and in northern Monroe County. STS operates seven days a week, including most holidays,, 24 hours. Use STS for trips to medical appointments, school, work, shopping, business, or recreation. Air-conditioned minivans, small buses, lift-equipped vans, and sedans transport passengers with disabilities safely in a clean, smoke-free environment. Pickups are within 30 minutes of the scheduled time.

Miami-Dade Transit Agency is located at 111 N.W. 1st Street, Suite 910, Miami, Florida 33128.

Route Information Hotline	305-770-3131(Mon to Fri 6am - 10pm, weekends 9am - 5
pm)	
Suggestions/Concerns	305-770-3131
South of SW 216 th Street	305-891-3131
TTY Users(deaf, hard-of-hearing	305-654-6530
Special Transportation Services (STS) Reservations	305-264-9000
Special Transportation Services (STS) Applications	305-630-5300
Metropass Sales Outlets	305-770-3131
Lost and found	305-375-3366
Medicaid Transportation	305-630-5300
Reduced Fare Information	305-654-6545
Website:	www.co.miami-dade.fl.us/transit

Service and Fares

Service	Full Fare	Reduce Fare
Metrobus/Metrorail:	\$1.50	\$.75
Metrobus Express/Special	\$1.85	\$.90
Metrobus Shuttle	\$.25	\$.10
Metromover	FREE	FREE
Transfer Fees		
Metrobus/ Metrorail	\$.50	\$.25
Metromover to Metrorail	\$1.50 \$.75	
Metrorail to Metromover	Free	Free
Metrobus to Metromover	Free	Free
Broward County Bus to Metro bus	\$.50	\$.25

Reduced Fares

Service	Reduced Fare
Metrobus & Metrorail	\$.75
Metrobus Express/Special	\$.90
Metrobus Shuttle	\$.10
Metromover	Free

Towing

Towing Vehicles

Before towing a vehicle, city parking officials need to make sure that the vehicle is on city property and is illegally parked. Those reporting illegally parked vehicles to be towed must state the tag, color, make, model, location, and exactly why the vehicle is considered illegally parked (blocked driveway, abandoned, fire hydrant, yellow curb, etc.)

Call the Parking Department Monday through Friday from 7:30 a.m. - 6:00 p.m. at 305-673-PARK (7275). For nights and weekends call 305-673-9453.

Retrieving Towed Vehicles

If your vehicle was towed from public property, a parking citation will also have been issued and it should be on your windshield. The City of Miami Beach contracts two (2) towing service providers:

Tremont Towing Services, Inc.

1916 Bay Road Miami Beach, FL 33139 305-672-2395

Beach Towing Services, Inc.

1349 Dade Blvd. Miami Beach, FL 33139 305-534-2128

You must present valid picture identification and valid vehicle registration. You may pay by cash, credit card, or check. Checks must have your name and address with matching address on the driver's license.

Utility Billing

City of Miami Beach residents are able to pay their utility bills online. You can also view your account information and make payments on-line with MasterCard or Visa, and check card with the MasterCard or Visa logo. It's as easy as visiting the City's website and entering your utility account number into the secured on-line system. Utility Billing is located at City Hall, 1700 Convention Center Drive, Third Floor.

Telephone: 305-673-7440 Fax: 305-673-7599

Voter Registration

As long as you are at least 18 years old, a U.S. citizen, and a legal resident of Florida in the county in which you are registering you are eligible to vote in all federal, state, county, and municipal elections after your 18th birthday. In order to register just call Miami-Dade County's Elections Department. Miami-Dade Elections Department is located at 111 N.W. 1st Street, 19th Floor, Miami, Florida 33128.

Residents may also register to vote at Miami Beach City Hall prior to elections at the City Clerk's Office and the Answer Center located on the 1st floor of City Hall.

Telephone: 305-375-4600

Website: https://doesecure.dos.state.fl.us/RegToVote/regform.shtml

Z

Zoning (Planning, Zoning, Preservation, and Design Review)

The Planning Department prepares, updates and maintains neighborhood and Citywide plans and technical data for the City pursuant to Florida Statutes and local municipal zoning codes. This department is divided into five sections: Comprehensive Planning, Zoning, Design Review, Historic Preservation and Neighborhood Planning. The Planning and Zoning Department is located at City Hall, 1700 Convention Center Drive, Second Floor.

Telephone: 305-673-7550 Fax: 305-673-7559

Comprehensive Planning

Comprehensive Planning Division processes all matters going to the Planning Board for review and approval, including amendments to the Code and conditional use requests. The City of Miami Beach's Planning Board generally meets on the fourth Tuesday of every month. Schedules and agendas are available through the Planning Department or call 305-673-7550.

Zoning

Zoning Division reviews and processes all site and building plans to ensure compliance with local neighborhood zoning designations and local zoning code requirements. Zoning also recommends and coordinates variances to the Zoning Board of Adjustments. The City of Miami Beach Website provides a link to an online version of the City Code. The online information may serve as a reference for questions regarding the Zoning Code. The City of Miami Beach's Zoning Board of Adjustments generally meets on the first Friday of every month. Applications and instructions for a variance request are available through the Planning and Zoning Department.

Design Review

Design Review Division also examines all site and building plans to confirm that the designated use and proposed design is consistent with the aesthetic character of the surrounding community. Design Review also provides guidance as well as technical administrative support to the Design Review Board and the Historic Preservation Board.

Most building permits require design review approval. Depending on the scope or complexity of the work proposed, your permit will be approved by either Planning Department staff or the City's Design Review Board (DRB). In addition, if your business is located within one of the City's historic districts, the proposed work will also require the approval of the Historic Preservation Board. The City of Miami Beach's Design Review Board meets on the third Tuesday of every month. For more information, schedules and agendas please contact the Planning and Zoning Department.

Historic Preservation

Historic Preservation Division prepares reports on historically significant buildings and sites, makes recommendations to the Historic Preservation Board on Certificates of Appropriateness for demolition and recommends historic designation for a district. The City of Miami Beach's Historic Preservation Board generally meets on the second Tuesday of every month. For more information, schedules and agendas please contact the Planning and Zoning Department.

Neighborhood Planning

The Neighborhood Planning Division deals with urban design issues and is responsible for preparing special area and strategic master plans for specific neighborhoods or areas.

IMPORTANT CITY, COUNTY, STATE AND FEDERAL TELEPHONE NUMBERS

City of Miami Beach Government

A.D.A. Compliance	305-673-7080
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Tourism Cultural Development 305-673-7577 Special Events Division 305-673-7000 ext.

Special Events Division 305-673-7000 ext.6329 Film & Print Office 305-673-7070

Cultural Arts Council 305-673-2787

Art In Public Places Committee and

Fine Arts Board 305-673-7000 ext.6335

 Asset Management
 305-673-7193

 Bass Museum of Art
 305-673-7530

 Beach Patrol (Lifeguards)
 305-673-7714

Botanical Gardens 305-673-PALM (7256)

Building Department 305-673-7610

Permit Counter 305-673-7000 ext. 6751
Electrical 305-673-7000 ext. 6740
Plumbing 305-673-7000 ext. 6693
Structural 305-673-7000 ext. 6767
Mechanical 305-673-7000 ext. 6735
Microfilm/Storage 305-673-7000 ext. 4249
Elevators 305-673-7000 ext. 6413

Accessibility 305-673-7000 ext. 6888 or 6081

Capital Improvement Projects (CIP) Office	305-673-7071
Central Services	305-673-7480
Children's Affairs	305-673-7491
City Attorney	305-673-7470
City Clerk	305-673-7411
City Manager	305-673-7010
Citizens' Information Request Office	
Code Compliance	305-673-7555
Community Development	305-673-7260
Community Resource & Outreach	305-673-7000 ext. 6178 or 6752
Convention Center	305-673-7311
Cultural Arts Council	305-673-ARTS (2787)
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Economic Development	305-673-7193
Finance	305-673-7466
Liens	305-673-7590
Licensing	305-673-7420
Utility Billing	305-673-7440
Accounting	305-673-7405
Resort Tax	305-673-7447
Fire Emergencies	911
Fire Department	305-673-7120
Rescue Administration	305-673-7130
Fire Prevention	305-673-7123
Support Services	305-673-7140
Fire Station 1	305-673-7135
Fire Station 2	305-673-7171
Fire Station 3	305-673-7179
Fire Station 4	305-673-7136
Fleet Management	305-673-7641
Grants Management Office	305-673-7010
Historic Preservation	305-673-7550
Homeless Assistance	305-673-7000 ext. 6872
Housing Authority (Section-8)	305-532-6401
Housing Division	305-673-7260
Human Resources	305-673-7524
Job Hotline	305-673-7777
TDD	305 673-7218
Information Technology (Computers)	305-673-7040
Internal Audit	305-673-7020
Jackie Gleason Theater of the Performing Arts	305-673-7300
Management and Budget	305-673-7510
Mayor and City Commissioners	305-673-7030
Media Relations	305-673-7575
Miami Beach Convention Center	305-673-7311
	303-073-7311
Neighborhood Improvements Projects	005 070 7074
(Capital Improvement Projects Office)	305-673-7071
Neighborhood Services Department	305-673-7077
Occupational Licensing	305-673-7420
Parking Department	305-673-7505
Parks and Recreation	305-673-7730
ADA Coordinator	305-861-3616
Therapeutic Recreation &	
Athletics & Major Parks	305-993-2024
Community Centers,	000 000 2021
Adult Programs & Tennis Centers	205 672 7720
Media Center	305-673-7730
	305-673-7000 ext.6291
Miami Beach Botanical Garden	305-993-0421
North Shore Park/Bandshell	305-861-3616
North Shore Community Center	305-534-3206
Parks Maintenance	305-673-7720

Scott Rakow Youth Center,	305-673-7767
Normandy Isle Park/Pool	305-673-7730
Flamingo Pool	305-677-7750
Playground Programs & Pools	305-673-7730
South Pointe Park	305-673-7730
Tennis Centers & Pools Flaminigo	305-673-7761
North Shore Park	305-604-4080
TDD	305-673-7220
21st Street	305-673-7784
Planning and Zoning Department	305-673-7550
Police Emergencies	911
Police Department	305-673-7925
Emergency Dispatch	911
Non-Emergency Requests	305-673-7900
Accident Investigation	305-673-7888
Criminal Investigations Division	305-673-7945
Crime Prevention	305-673-7813
Crime Watch	305-673-7813
Media Relations (Police)	305-673-7383
Records (Police Reports)	305-673-7990
Property Management	305-673-7630
Procurement (Purchasing)	305-673-7490
Public Works	305-673-7080
Emergency (24 Hours)	305-673-7625
Engineering and Construction Division	305-673-7080
Environmental Resource Division	305-673-7080
Streets and Streetlights Division	305-673-7080
Water and Sewer Division	305-673-7620
Resort Tax	305-673-7447
Risk Management	305-673-7014
Sanitation Department	305-673-7616
Tourism/Protocol	305-673-7010
24-hour	305-673-7400
Water & Sewer (24-hour)	305-673-7625

Miami-Dade County Government

Advocates for Victims Battered Shelter	
Women & Victims of Violent Crimes	305-758-2546
Airport (Miami International)	305-876-7000
TDD	305-876-0594
Alcohol & Drug Abuse Program	305-638-6540
Ambulance Concerns	305-379-2460
Animal Care & Control	305-884-1101
Animal Licenses	305-885-0486
Auto Tag Agency	305-375-5678
Baby Stroller Parking Permit	305-375-5656
Battered Women	305-758-2546
Black Affairs Advisory Board	305-375-4606
Bus Route (Metrobus, Metrorail)	305-770-3131
Cable TV Coordination	305-375-3677
Caleb Center City of Miami	305-636-2250
Alimony & Child Support Info	305-275-1122
TDD	305-275-1144
Child Care information	305-375-4670
Child Development Service	305-373-3521
Clerk of Courts	305-275-1155
Clerk of the Board	305-375-5126
Commission on Ethics and	
Public Trust Hotline	305-579-2594

Community Action Agency Community Relations Board Community Relations Office Consumer Protection/Advocate Consumer Services Department Convention & Tourism Development Tax Corrections and Rehabilitation County Attorney County Commission County Commission Agenda County Manager Crisis Nursery (DHR Children Shelter) North	305-347-4600 305-375-5730 305-375-5730 305-375-4222 305-375-2460 305-375-5551 786-263-6000 305-375-5151 305-375-5511 305-375-5311 305-375-5311
Cultural Affairs Council Disability Services & Independent Living TDD Divorce Records Divorce Domestic Intervention Domestic Violence Elderly Services Elections Department Emergency Housing	305-375-4634 305-547-5445 305-324-5781 305-275-1155 305-275-1155 305-633-1634 305-349-5888 305-576-1667 305-375-5553
Emergency Housing North South Emergency Management TDD Environmental Hotline DERM Environmental Management Equal Opportunity Board Fair Employment Practices Family Shelter (CAA) Film, TV & Print Disabled Assistance TDD Disable Parking Permit Head Start Program Historical Museum of Southern Florida Homestead Exemption Hospital (Jackson Memorial) TDD	305-638-6001 305-245-5011 305-468-5400 305-468-5402 305-372-6789 305-375-2784 305-375-2784 305-576-5521 305-375-3288 305-547-5444 305-545-3574 305-375-678 305-375-1492 305-375-4125 305-585-7794
HUD Housing Applications TDD Human Resources Hurricane Hotline and Rumor Control Independent Review Panel Jail Information (Corrections) Jury Pool Courthouse – Civil Justice Building – Criminal TDD Inspector General Legislative Delegation Library System TDD Marriage License Bureau Mayor (Miami-Dade County) Medical Examiner Metro-Miami Action Plan	305-638-6464 305-638-6014 305-375-5416 305-598-7550 305-375-4880 305-545-4004 305-375-5736 305-547-4862 305-375-2975 305-375-4088 305-375-2665 305-375-2878 305-375-2878 305-375-5071 305-545-2400 305-579-3618

Metropass (Metrobus, Metrorail)	305-770-3131
Metrobus & Metrorail Schedule	305-770-3131
Miami Art Museum	305-375-3000
Miami-Dade County Expressway Authority	305-637-3277
Mosquito Control	305-592-1186
Museum of Science	305-646-4200
Occupational Licenses	305-270-4949
Office of Community Service	305-375-2196
Homeless Program	305-673-7491
Parks and Recreation	305-755-7800
Parking Violations	305-275-1133
TDD	305-275-1144
Personnel	305-375-5725
Job Hotline	305-375-1871
TDD	305-375-5645
Planning and Zoning	305-375-2500
Police Department (Non-emergency)	305-595-6263
Pollution Control and Sanitary	
Nuisance	305-372-6789
Port of Miami (Seaport)	305-371-7678
Public Works (Miami-Dade County)	305-375-2694
RAPE Treatment Center Hotline	305-585-7273
Recording Section (County Clerk)	305-275-1155
Rumor Control	305-598-7550
Section-8 Housing	305-638-6464
Solid Waste Management	305-594-1500
South Dade Government Center	305-232-3800
Street Light Repairs (Arterial Road)	305-592-3580
Street Light repairs (Residential)	305-375-2996
Street Name Signs	305-592-3580
Tax Assessor (Property Appraisal)	305-375-4099
Tax Collector – Real Estate or	005 070 4040
Personal Property	305-270-4916
Taxi Concerns	305-375-2460
Tourism Traffic Citations	305-539-3000 305-275-1111
TDD	305-275-1111
Traffic Court	305-275-1144
Traffic Signals	303-273-1111
Malfunction	305-592-8925
Missing/Damaged	305-592-3580
Training and Employment	000 002 0000
Council of South Florida	305-594-7615
Veteran's Services	305-795-1511
Victim's Assistance	
North	305-758-2819
South	
Vizcaya Museum and Gardens	305-250-9133
Voter's Information	305-375-5553
Water and Sewer Authority (Miami-Dade)	
Customer Service	305-665-7471
Emergency (24 Hours)	305-274-9272
Youth and family Development	305-500-7100
Zoo (Metrozoo)	305-251-0403
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State of Florida Agency Directory	

State of Florida Agency Directory

State of Florida Information 305-377-5000 Abuse, Adult and Child Registry 1-800-96-ABUSE

Adoption (Dept of Children & Families) Advocacy Center for Persons with Disabilities Aging and Adult Services Agriculture (Consumer Services) Alcoholic Beverages & Tobacco Division Attorney General Criminal Consumer Division	305-663-2080 305-470-6900 305-470-6783 305-377-5441 305-985-4780
Auto Doolog (Dont of Motor Vehicles)	954-712-4600
Auto Dealer (Dept of Motor Vehicles)	305-222-4164
Miami Appeal 305-377-5213	
Insurance Concerns 305-377-5235	
Birth and Death Certificates	305-324-2489
Blind Services	305-377-5339
Bureau of Victim Compensation	054.740.4000
	954-712-4600
Child Care Licensing	305-377-5509
Child Support Enforcement	305-530-2740
Children & Families	305-377-5055
Client Relations (Dept. of Children & Families)	305-377-5068
Condominium Information and Concerns	
Broward	954-958-5539
Tallahassee	850-488-1631
Consumer Services/Protection	
Concerns	904-922-2814
	1-800-435-7352
Corrections (State Prisons & Information)	850-488-7480
Division of Licensing	305-377-5950
Driver's Examinations Stations	305-229-6333
Driver's Examining Stations	305-377-5000
Driver Improvement Program	305-643-7569
Education (Private School	303-043-7309
	950 499 0504
Information & Concerns)	850-488-9504
Enterprise of Florida, Inc.	305-569-2650
Fictitious Name Registration	850-488-9000
Fire Arms License	205 277 5050
(Concealed Weapons Permit)	305-377-5950
Florida Corrections Center	305-592-9567
Foster Care (Dept. of Children & Families)	305-377-5369
Funerale and Compton, Comises Division	1 000 202 2627
Funerals and Cemetery Services Division Game Fish Commission	1-800-323-2627 561-625-5122
Health Department	305-325-2500
Environmental	305-623-3500
Health Maintenance Organization	305-377-5235
Highway Patrol	305-470-2510
Housing Finance Authority	850-488-4197
Hospital Cost Containment Board	1-800-342-0828
Doctor Bill Dispute	1-800-435-7352
Hotel and Restaurant Commission	305-470-5680
Human Relations Commission	1-800-342-8170
Insurance Complaint	305-377-5235
'	1-800-342-2762
Intangible Tax Information	305-470-5001
mang.co rax momation	305-643-7208
Jobs and Benefits	305-377-7067
Land Sale and Condo	1-800-226-4472
Lemon Law	1-800-321-5366
	305-377-5950
Licensing Division	305-470-5080
Lottery	303-470-3000

Marine Patrol	305-795-2145
Medicaid Information	305-499-2100
Mobile Homes, Bureau Of Rentals:	050 400 0070
More than 10 rentals Less than 10 rentals	850-488-0970 1-800-435-7352
Sanitary Conditions	305-623-3500
Tag/Titles	850-488-3881
Nursing Homes Concerns	
North	305-623-3601
South	305-663-2085
Park Services	850-488-9872
Pest Control Licensing Poison Information Center	305-377-5968 1-800-282-3171
Prison Systems (Probation Intake)	305-325-3511
Probation	305-377-5260
Professional/Occupations Concerns	
(Dentist, Beautician, Realtor, etc.)	1-800-342-7940
Radiation Control	305-377-7110
Regional Planning Council Road/Expressway Maintenance	954-961-2999 305-470-5354
Sales Tax Information	305-470-5354
Sales Tax Illionnation	1-800-352-3671
Share -a-Ride (FDOT)	1-800-234-RIDE
Secretary of State	
Corporate Information	850-488-9000
South Florida Water Management District	305-592-5680 305-530-2600
State Attorney's Office Trademarks	850-487-6051
Transportation Disadvantage Commission	1-800-983-2435
Utility Concerns	. 000 000 = 100
(Dublic Comics Commission)	4 000 040 0550
(Public Service Commission)	1-800-342-3552
Vocational Rehabilitation Program	305-377-5160
Vocational Rehabilitation Program Workmen's Compensation	305-377-5160 305-377-5413
Vocational Rehabilitation Program	305-377-5160
Vocational Rehabilitation Program Workmen's Compensation	305-377-5160 305-377-5413
Vocational Rehabilitation Program Workmen's Compensation Youth Hall	305-377-5160 305-377-5413
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General)	305-377-5160 305-377-5413 305-637-4500
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100
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Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration Education Department	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870 1-800-872-5327
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration Education Department Equal Employment Opportunity Commission	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870 1-800-872-5327 305-808-1740
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration Education Department	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870 1-800-872-5327 305-808-1740 305-944-9101
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration Education Department Equal Employment Opportunity Commission Federal Bureau of Investigations Federal Communications Commission Federal Emergency Management Agency	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870 1-800-872-5327 305-808-1740
Vocational Rehabilitation Program Workmen's Compensation Youth Hall United States Government Federal Information Center Agriculture (Inspector General) Alcohol, Tobacco and Firearms Import-Export Animal Quarantine Auto Safety Hotline Bank Complaint (Comptroller of Currency) Bankruptcy Court Commerce Department Consumer Product Safety Commission Copyright Credit Union (National Credit Union Administration) District Court Drug Enforcement Administration Education Department Equal Employment Opportunity Commission Federal Bureau of Investigations Federal Communications Commission	305-377-5160 305-377-5413 305-637-4500 1-800-333-4636 1-800-424-9121 305-597-4800 305-526-2926 1-800-424-9393 1-800-613-6743 305-536-5216 305-526-7425 1-800-638-2772 202-707-9100 202-707-3000 404-396-4042 305-523-5100 305-994-4870 1-800-872-5327 305-808-1740 305-944-9101 1-888-225-5322

Fish and Wildlife Service Food and Drug Administration Fraud Hotline Housing And Urban Development Immigration and Naturalization Service Immigration for Employers Hotline	305-526-2694 305-526-2919 1-800-647-8733 1-800-347-3735 1-800-375-5283 1-800-255-8155 1-800-362-2735 1-800-829-1040 305-596-9874 1-800-633-4227 1-800-633-4227 305-229-4470 954-424-0242 1-877-487-2778 1-800-654-8896 305-536-5521 1-800-772-1213 1-800-433-3243 1-800-488-8244 1-800-488-8244 1-800-426-4791 305-229-4522
Princip Opposite them.	
Private Organizations Advocacy Center for Persons with Disabilities TDD AIDS Hotline Alliance for Aging Alzheimer's Association Alzheimer's Disease Education and Referral American Association of Retired Persons American Cancer Society American Civil Liberties Union American Heart Association American Red Cross Headquarters Anti-Defamation League of B'nai Brith Arts and Culture Hotline Association of Retarded Citizens Audubon Society Beacon Council Black Archives	1-800-342-0823 1-800-346-4127 305-667-7855 305-670-6500 305-891-6228 1-800-438-4380 1-800-441-2277 305-594-4363 786-363-2700 305-856-1449 305-644-1200 305-373-6306 305-557-5600 305-759-8500 305-666-5111 305-579-1300 305-636-2390
Builders Association of South Florida Camillus House Catholic Community Service Chamber of Commerce Miami Beach Greater Miami Latin Chamber Latin (CAMACOL) Miami-Dade Commission for Transportation Disadvantages Concerned General Contractors Association Consumer Credit Counseling Services Covenant House Nineline (Runaways) Crime Stoppers	305-556-6300 305-374-1065 305-754-2444 305-674-1300 305-350-7700 305-674-8857 305-642-3870 305-751-8648 1-800-983-2435 1-954-693-9322 1-800-355-2227 1-800-999-9999 305-471-8477

Cuban American National Council Dade County Youth Fair and Expo Deaf Services Bureau	305-642-3484 305-223-7060
Voice TDD 305-560-2866	
Dental Society, East Coast District	305-667-3647
	1-800-421-4211
Douglas Gardens Mental Health Center	305-531-5341
Elderly Help line	305-670-4357
Environmental Hotline	305-372-6955
Family Central, Inc.	305-908-7300
,	305-908-5800
Family Counseling Services	305-271-9800
	1-800-963-5337
Fathers for Equal Rights	305-823-9984
3	305-756-4605
Florida Bar Referrals	
	1-800-342-8011
Concerns	305-371-2220
Volunteer Lawyers	305-579-5733
Florida Relay Services	1-800-955-8770
TDD	1-800-955-8771
Goodwill Industries	305-325-9114
Greater Miami Convention and Visitor's Bureau	
Habitat for Humanity of Greater Miami	305-634-3628
Hands on Miami/United Way of Dade County	305-324-2026
Health Council of South Florida, Inc.	305-592-1452
Health Crises Network	1-888-466-2823
TDD	305-758-1971
Hispanic Community Center (AYUDA)	305-867-0051
• • • • • • • • • • • • • • • • • • • •	1-800-273-8255
Hospice Care of South Florida	305-576-9333
Hunger Hotline	1-800-329-3663
Humane Society of Greater Miami	305-696-0801
Informed Families of Dade County	305-856-4886
Jewish Family Services of Greater Miami, Inc.	305-445-0555
Jewish Federation Information and Referral	305-576-4000
Jewish Vocational Service	305-899-1587
TDD	305-899-0953
League of Cities, Dade County	305-416-4155
League of Women Voters	305-666-0186
Legal Aid Society, Dade County	305-579-5733
Legal Services of Greater Miami, Inc.	305-576-0080
Liga Contra El Cancer	305-858-8050
Little Havana Activities & Nutrition Center	305-858-2610
Lutheran Ministries of Florida	305-567-2511
MADD (Mother Against Drunk Drivers)	305-273-3744
Medial Association, Dade County	305-324-8717
Miami Beach Community Development Corp.	305-538-0090
Miami Beach Hispanic Community Center	305-867-0051
Miami Beach Jewish Community Center (JCC)	
Miami Coalition for a	303-334-3200
Safe & Drug Free Community	305-856-4077
Miami Design Preservation League	305-672-2014
Miami Lighthouse for the Blind	305-856-2288
Miami Mental Health	JUJ-UJU-ZZUO
Community Centers	305-774-3300
Crisis Line (Psychiatric Emergency)	305-774-3300
NAACP (National Association for the	000-114-0000
Advancement of Colored People)	305-597-4044
Neighbors 4 Neighbors	305-597-4404
Troighbors + Iroighbors	303 337-7704

North Beach Development Corporation	305-865-4147
Nursing Home Concerns (Ombudsman Council)	1-888-831-0404
Panic Disorder Information Line	1-800-64- PANIC
Parent Hotline	1-800-352-5683
Rescue Mission, Miami	305-635-8953
	305-573-4390
Runaways (Miami Bridge)	305-635-8953
Shake-A-Leg (Program for	
the physically challenged)	305-858-5550
Sierra Club	305-667-7311
South Florida Commuter Service	1-800-234-7433
Spanish American League	
Against Discrimination (SALAD)	305-326-8585
Switchboard of Miami (Crisis Help Line)	305-358-HELP
Tri-Rail	1-800-874-7245
Tropical Audubon Society	305-673-7337
United Home Care	305-477-0440
Upfront Drug Information Center	786-242-8222
Urban League of greater Miami	305-696-4450
Volunteers (Hands on Miami/United Way)	305-646-7200
Women's Place	305-379-2673
Working Solutions (Displaced Homemakers)	305-237-7537
YMCA 305-635-9622 YWCA	305-944-1944

New Residents Checklist

□ Cable Television

Atlantic Broadband

Telephone: 305-861-1564.

□ Electricity

Florida Power & Light (FP&L)

Apply for service by calling 305-442-8770/(TTY 800-432-6554)

To report a hazardous condition call 800-4OUTAGE (468-8243)

☐ Gas

Teco Peoples Gas

Telephone: 305-940-0139 or 1-877 TECO PGS (1-877-832-6747)

□ Utility Services

Refuse/sewer/water services

Call City of Miami Beach Utilities Services at 305-673-7440. Homeowners, and possibly renters, need to establish a County utilities account for these services.

□ Voter Registration

If you are a new Florida resident, you must register in order to be able to vote in Florida. If you moved to Miami Beach from another State of Florida jurisdiction, you must transfer your voter registration to Miami-Dade County. Both tasks may be accomplished at the Miami-Dade County Office of Elections, Stephen P. Clark Center, 111 N.W. 1st St., 19th Floor, Miami, Fl., 33128. You must register at least 29 days before an election. Miami-Dade County Telephone: 305-375-5553

□ Vehicle Registration

New Florida residents must register their vehicles within 30 days after becoming a resident in Florida. You may title your vehicle in Florida and register for state license plates at Miami-Dade County Auto Tag Agency, 140 West Flagler Street #1203, Miami, Florida 33130. For complete details, telephone them at 305-375-5678. There are several Department of Motor Vehicles (DMV) Office located throughout Miami-Dade County. 15555 Biscayne Blvd. North Dade Justice Building Telephone: 305-229-6333.

□ Acceptance of Passport Applications

City of Miami Beach Neighborhood Services
Department Answer Center located at City Hall (1700
Convention Center Drive, first floor) accepts passport
applications Monday through Friday from 9:00 AM to
3:00 PM only.

☐ Pets http://animals.miamidade.gov/	
□ Public School Student Registration Parents should enroll school-age children as soon as they arrive in the City of Miami Beach. For initial entry into Miami-Dade County Public Schools, all students have the option of registering: (1) at a school on the basis of the actual residence of the parent or legal guardian in the attendance area of the school as approved by the Board, or (2) at a New Student Reception Center. Telephone: 305-995-1334	

Garage Sale Permit Information

No business entity may conduct a garage sale located at a place of residence within the City.

No permit shall be issued to a business entity or to an applicant intending to sell property belonging to a business entity.

All property sold at a residence must be property owned by permittee and/or their families.

Merchandise to be sold shall be merchandise which has been previously used.

It shall be prohibited to sell new merchandise or merchandise that is sold in bulk as from a carton, crate, bushel or other container commonly used in retail business.

All merchandise to be sold shall be displayed in an enclosed room, enclosed garage or in a carport.

At no time shall merchandise be displayed on a private driveway, rear yard or portion of the front yard not to exceed twenty-five percent (25%) of the total front yard area.

All items displayed shall be removed from unenclosed areas by the end of the last day of the sale.

Signs advertising a sale should not be displayed until the day prior to the first day of then sale and shall be removed at the end of the last day of the sale.

No signs shall be displayed on any public property or right-of-way.

No more that two (2) signs advertising a garage sale shall be permitted at the sale location.

The total number of signs posted for any one sale shall not exceed two (2) and should not be larger than 12" x 18" each.

Garage sales shall be held only during daylight hours.

Each garage permit is valid for no more than two (2) consecutive days.

Permits if not picked up will be mailed by this division to the address of the sale.

Each permit must be displayed on the premises upon which the sale is held at all times while the sale is in progress.

Applications for a garage sale permit must be made at least one (1) day prior to the sale and no later than three (3) P.M.

No more that one (1) garage sale permit shall be issued to a location within a twelve (12) month period.

A permit fee of \$20.00 must be submitted with the application.

If the resident at the location of the garage sale is not the owner of the property then a letter of authorization from the owner is required with the application.

Anyone violating the permit regulations or having a garage sale without a permit may be subject to fines up to \$500.00 for each offense.

DEFINITIONS:

Business Entity: Shall mean an association, corporation, trust, religious, charitable public institution, estate, partnership, limited partnership, or joint stock association; but the condominium associations and cooperative apartment associations shall not be considered business entities for the purpose of this chapter.

Family: Shall mean person living together as a single housekeeping unit whose permanent address is the place of residence where a particular "garage sale" is held. Front Yard: Shall mean an open area extending the full width of the lot or lots which the residence is located between the main residence and the front property.

Multi-Family Residence Building: Shall mean a building occupied or intended to be occupied by two or more families living separately with separated cooking facilities in the unit; the term shall include "townhouse", "duplex", "triplex", and "apartment building".

Property Owner: Shall mean the person or entity having title to the real property location or the manager of said property when the property owner has authorized the manager to maintain and operate the property and has so informed the city's code compliance division in writing. For condominium buildings the term "property owner" shall mean the condominium association.

Emergency Planning and Checklists

Prepare your family by creating a family disaster plan. You can begin this process by gathering family members and reviewing the information you obtained in Section 1.1 (hazards, warning systems, evacuation routes and community and other plans). Discuss with them what you would do if family members are not home when a warning is issued. Additionally, your family plan should address the following:

- Escape routes.
- Family communications.
- Utility shut-off and safety.
- Insurance and vital records.
- Special needs.
- Caring for animals.
- Safety Skills

Escape Routes

Draw a floor plan of your home. Use a blank sheet of paper for each floor. Mark two escape routes from each room. Make sure children understand the drawings. Post a copy of the drawings at eye level in each child's room.

Where to Meet

Establish a place to meet in the event of an emergency, such as a fire. Record the locations below:

	Where to meet
Near the home	For example, the next door neighbor's telephone pole
Outside the immediate area	For example, the neighborhood grocery store parking lot

Family Communications

Your family may not be together when disaster strikes, so plan how you will contact one another. Think about how you will communicate in different situations.

Complete a contact card for each family member. Have family members keep these cards handy in a wallet, purse, backpack, etc. You may want to send one to school with each child to keep on file. Pick a friend or relative who lives out-of-state for household members to notify they are safe.

Right is a sample contact card. Copies to fill out can be found in Appendix C. Also in Appendix C is a more detailed Family Communications Plan which should be completed and posted so the contact information is readily accessible to all family members. A copy should also be included in your family disaster supplies kit.

Utility Shut-off and Safety

In the event of a disaster, you may be instructed to shut off the utility service at your home.

Below is some general guidance for shutting off utility service:

Modify the information provided to reflect your shut off requirements as directed by your utility company(ies).

Natural Gas

Natural gas leaks and explosions are responsible for a significant number of fires following disasters. It is vital that all household members know how to shut off natural gas.

Because there are different gas shut-off procedures for different gas meter configurations, it is important to contact your local gas company for guidance on preparation and response regarding gas appliances and gas service to your home.

When you learn the proper shut-off procedure for your meter, share the information with everyone in your household. Be sure not to actually turn off the gas when practicing the proper gas shut-off procedure.

If you smell gas or hear a blowing or hissing noise, open a window and get everyone out quickly. Turn off the gas, using the outside main valve if you can, and call the gas company from a neighbor's home.

CAUTION - If you turn off the gas for any reason, a qualified professional must turn it back on. **NEVER** attempt to turn the gas back on yourself.

Water

Water quickly becomes a precious resource following many disasters. It is vital that all household members learn how to shut off the water at the main house valve.

- Cracked lines may pollute the water supply to your house. It is wise to shut off your water until you hear from authorities that it is safe for drinking.
- The effects of gravity may drain the water in your hot water heater and toilet tanks unless you trap it in your house by shutting off the main house valve (not the street valve in the cement box at the curb—this valve is extremely difficult to turn and requires a special tool).

Preparing to Shut Off Water

 Locate the shut-off valve for the water line that enters your house. It may look like the sample pictured here.

- Make sure this valve can be completely shut off. Your valve may be rusted open, or it may only partially close. Replace it if necessary.
- Label this valve with a tag for easy identification, and make sure all household members know where it is located.

Electricity

Electrical sparks have the potential of igniting natural gas if it is leaking. It is wise to teach all responsible household members where and how to shut off the electricity.

Preparing to Shut Off Electricity

- Locate your electricity circuit box.
- Teach all responsible household members how to shut off the electricity to the entire house.

FOR YOUR SAFETY:

Always shut off all the individual circuits before shutting off the main circuit breaker.

Insurance and Vital Records

Obtain property, health, and life insurance if you do not have them. Review existing policies for the amount and extent of coverage to ensure that what you have in place is what is required for you and your family for all possible hazards.

Flood Insurance

If you live in a flood-prone area, consider purchasing flood insurance to reduce your risk of flood loss. Buying flood insurance to cover the value of a building and its contents will not only provide greater peace of mind, but will speed the recovery if a flood occurs. You can call 1 (888) FLOOD29 to learn more about flood insurance.

Inventory Home Possessions

Make a record of your personal property, for insurance purposes. Take photos or a video of the interior and exterior of your home. Include personal belongings in your inventory.

You may also want to download the free Household and Personal Property Inventory Book from the University of Illinois at www.ag.uiuc.edu/~vista/abstracts/ahouseinv.html to help you record your possessions.

Important Documents

Store important documents such as insurance policies, deeds, property records, and other important papers in a safe place, such as a safety deposit box away from your home. Make copies of important documents for your disaster supplies kit. (Information about the disaster supplies kit is covered later.)

Money

Consider saving money in an emergency savings account that could be used in any crisis. It is advisable to keep a small amount of cash or traveler's checks at home in a safe place where you can quickly access them in case of evacuation.

Special Needs

If you or someone close to you has a disability or a special need, you may have to take additional steps to protect yourself and your family in an emergency.

Disability/Special Need	Additional Steps
Hearing impaired	May need to make special arrangements to receive warnings.
Mobility impaired	May need special assistance to get to a shelter.
Single working parent	May need help to plan for disasters and emergencies.
Non-English speaking persons	May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.
People without vehicles	May need to make arrangements for transportation.
People with special dietary needs	Should take special precautions to have an adequate emergency food supply.

Planning for Special Needs

If you have special needs: Find out about special assistance that may be available in your community. Register with the office of emergency services or the local fire department for assistance so needed help can be provided.

- Create a network of neighbors, relatives, friends, and coworkers to aid you in an emergency. Discuss your needs and make sure everyone knows how to operate necessary equipment.
- Discuss your needs with your employer.
- If you are mobility impaired and live or work in a high-rise building, have an escape chair.
- If you live in an apartment building, ask the management to mark accessible exits clearly and to make arrangements to help you leave the building.
- Keep specialized items ready, including extra wheelchair batteries, oxygen, catheters, medication, food for service animals, and any other items you might need.
- Be sure to make provisions for medications that require refrigeration.
- Keep a list of the type and model numbers of the medical devices you require.

Caring for Animals

Animals also are affected by disasters. Use the guidelines below to prepare a plan for caring for pets and large animals.

Guidelines for Pets

Plan for pet disaster needs by:

- · Identifying shelter.
- Gathering pet supplies.
- Ensuring your pet has proper ID and up-to-date veterinarian records.

Providing a pet carrier and leash.

Take the following steps to prepare to shelter your pet:

- Call your local emergency management office, animal shelter, or animal control office to get advice and information.
- Keep veterinary records to prove vaccinations are current.
- Find out which local hotels and motels allow pets and where pet boarding facilities are located. Be sure to research some outside your local area in case local facilities close.

Know that, with the exception of service animals, pets are not typically permitted in emergency shelters as they may affect the health and safety of other occupants.

Guidelines for Large Animals

If you have large animals (such as horses, cattle, sheep, goats, or pigs) on your property, be sure to prepare before a disaster.

Use the following guidelines:

- 1. Ensure all animals have some form of identification.
- 2. Evacuate animals whenever possible. Map out primary and secondary routes in advance.
- 3. Make available vehicles and trailers needed for transporting and supporting each type of animal. Also make available experienced handlers and drivers. (Note: It is best to allow animals a chance to become accustomed to vehicular travel so they are less frightened and easier to move.)
- 4. Ensure destinations have food, water, veterinary care, and handling equipment.
- 5. If evacuation is not possible, animal owners must decide whether to move large animals to shelter or turn them outside.

Safety Skills

It is important that family members know how to administer first aid and CPR and how to use a fire extinguisher. and CPR **Learn First Aid** and CPR class. Local Take a first aid American Red Cross chapters can provide information about this type of training. Official certification by the American Red Cross provides, under the "good Samaritan" law, those giving first aid. protection for Use a Fire **Learn How to** Other Important Phone Numbers & Information: Extinguisher Be sure everyone knows how to use your fire extinguisher(s) and where it is kept. **Family Communications Plan** You should have, at a minimum, an ABC type. Contact Name: Telephone: Out-of-State Contact Name: Telephone: Neighborhood Meeting Place: 58 Meeting Place Telephone: Dial 9-1-1 for Emergencies!

General Information about Terrorism

Terrorism is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion, or ransom. Terrorists often use threats to:

- Create fear among the public.
- Try to convince citizens that their government is powerless to prevent terrorism.
- Get immediate publicity for their causes

Acts of terrorism include threats of terrorism; assassinations; kidnappings; hijackings; bomb scares and bombings; cyber attacks (computer-based); and the use of chemical, biological, nuclear and radiological weapons.

High-risk targets for acts of terrorism include military and civilian government facilities, international airports, large cities, and high-profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities, and corporate centers. Further, terrorists are capable of spreading fear by sending explosives or chemical and biological agents through the mail.

Within the immediate area of a terrorist event, you would need to rely on police, fire, and other officials for instructions. However, you can prepare in much the same way you would prepare for other crisis events.

The following are general guidelines:

- Be aware of your surroundings.
- Move or leave if you feel uncomfortable or if something does not seem right.
- Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended. You should promptly report unusual behavior, suspicious or unattended packages, and strange devices to the police or security personnel.
- Learn where emergency exits are located in buildings you frequent. Plan how to get out in the event of an emergency.
- Be prepared to do without services you normally depend on—electricity, telephone, natural gas, gasoline pumps, cash registers, ATMs, and Internet transactions.
- Work with building owners to ensure the following items are located on each floor of the building:
 - Portable, battery-operated radio and extra batteries.
 - Several flashlights and extra batteries.
 - First aid kit and manual.
 - Hard hats and dust masks.
 - Fluorescent tape to rope off dangerous areas.

Recovering from Disaster

Health and Safety Guidelines

Recovering from a disaster is usually a gradual process. Safety is a primary issue, as are mental and physical well-being. If assistance is available, knowing how to access it makes the process faster and less stressful. This section offers some general advice on steps to take after disaster strikes in order to begin getting your home, your community, and your life back to normal.

Your first concern after a disaster is your family's health and safety. You need to consider possible safety issues and monitor family health and well-being.

Aiding the Injured

Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of death

or further injury. If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.

- If the victim is not breathing, carefully position the victim for artificial respiration, clear the airway, and commence mouth-to-mouth resuscitation.
- Maintain body temperature with blankets. Be sure the victim does not become overheated.
- Never try to feed liquids to an unconscious person.

Health

- Be aware of exhaustion. Don't try to do too much at once. Set priorities and pace yourself. Get enough rest.
- Drink plenty of clean water. Eat well. Wear sturdy work boots and gloves.
- Wash your hands thoroughly with soap and clean water often when working in debris.

Safety Issues

- Be aware of new safety issues created by the disaster. Watch for washed out roads, contaminated buildings, contaminated water, gas leaks, broken glass, damaged electrical wiring, and slippery floors.
- Inform local authorities about health and safety issues, including chemical spills, downed power lines, washed out roads, smoldering insulation, and dead animals.

Returning Home

Returning home can be both physically and mentally challenging. Above all, use caution.

General tips:

- Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
- Use a battery-powered flash light to inspect a damaged home. (Note: The flashlight should be turned on outside before entering the battery may produce a spark that could ignite leaking gas, if present.)
- Watch out for animals, especially poisonous snakes. Use a stick to poke through debris.
- Use the phone only to report life-threatening emergencies.
- Stay off the streets. If you must go out, watch for fallen objects; downed electrical wires; and weakened walls, bridges, roads, and sidewalks.

Before You Enter Your Home

Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have your residence inspected by a qualified building inspector or structural engineer before entering.

Do not enter if:

- You smell gas.
- Floodwaters remain around the building.
- Your home was damaged by fire and the authorities have not declared it safe.

Going Inside Your Home

When you go inside your home, there are certain things you should and should not do. Enter the home carefully and check for damage. Be aware of loose boards and slippery floors. The following items are other things to check inside your home:

Natural gas. If you smell gas or hear a hissing or blowing sound, open a window and leave immediately.
Turn off the main gas valve from the outside, if you can. Call the gas company from a neighbor's residence.
If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.

- Sparks, broken or frayed wires. Check the electrical system unless you are wet, standing in water, or unsure of your safety. If possible, turn off the electricity at the main fuse box or circuit breaker. If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they're safe to use. You may want to have an electrician inspect your wiring.
- Roof, foundation, and chimney cracks. If it looks like the building may collapse, leave immediately.
- Appliances. If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.
- Water and sewage systems. If pipes are damaged, turn off the main water valve. Check with local
 authorities before using any water; the water could be contaminated. Pump out wells and have the water
 tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.
- Food and other supplies. Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater.
- Your basement. If your basement has flooded, pump it out gradually (about one third of the water per day)
 to avoid damage. The walls may collapse and the floor may buckle if the basement is pumped out while the
 surrounding ground is still waterlogged.
- Open cabinets. Be alert for objects that may fall.
- Clean up household chemical spills. Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also clean salvageable items.
- Call your insurance agent. Take pictures of damages. Keep good records of repair and cleaning costs.

Being Wary of Wildlife and Other Animals

Disaster and life threatening situations will exacerbate the unpredictable nature of wild animals. To protect yourself and your family, learn how to deal with wildlife.

Guidelines

- Do not approach or attempt to help an injured or stranded animal. Call your local animal control office or wildlife resource office.
- Do not corner wild animals or try to rescue them. Wild animals will likely feel threatened and may endanger themselves by dashing off into floodwaters, fire, and so forth.
- Do not approach wild animals that have taken refuge in your home. Wild animals such as snakes, opossums, and raccoons often seek refuge from floodwaters on upper levels of homes and have been known to remain after water recedes. If you encounter animals in this situation, open a window or provide another escape route and the animal will likely leave on its own. Do not attempt to capture or handle the animal. Should the animal stay, call your local animal control office or wildlife resource office.
- Do not attempt to move a dead animal. Animal carcasses can present serious health risks. Contact your local emergency management office or health department for help and instructions.
- If bitten by an animal, seek immediate medical attention.

Seeking Disaster Assistance

Throughout the recovery period, it is important to monitor local radio or television reports and other media sources for information about where to get emergency housing, food, first aid, clothing, and financial assistance. The following section provides general information about the kinds of assistance that may be available.

Direct Assistance

Direct assistance to individuals and families may come from any number of organizations, including:

- American Red Cross.
- Salvation Army.
- Other volunteer organization

These organizations provide food, shelter, supplies and assist in clean-up efforts.

The Federal Role

In the most severe disasters, the federal government is also called in to help individuals and families with temporary

housing, counseling (for post-disaster trauma), low-interest loans and grants, and other assistance. The federal government also has programs that help small businesses and farmers.

Most federal assistance becomes available when the President of the United States declares a "Major Disaster" for the affected area at the request of a state governor. FEMA will provide information through the media and community outreach about federal assistance and how to apply.

Coping with Disaster

The emotional toll that disaster brings can sometimes be even more devastating than the financial strains of damage and loss of home, business, or personal property.

Understand Disaster Events

- Everyone who sees or experiences a disaster is affected by it in some way.
- It is normal to feel anxious about your own safety and that of your family and close friends.
- Profound sadness, grief, and anger are normal reactions to an abnormal event.
- Acknowledging your feelings helps you recover.
- Focusing on your strengths and abilities helps you heal.
- Accepting help from community programs and resources is healthy.
- Everyone has different needs and different ways of coping.
- It is common to want to strike back at people who have caused great pain.

Children and older adults are of special concern in the aftermath of disasters. Even individuals who experience a disaster "second hand" through exposure to extensive media coverage can be affected.

Contact local faith-based organizations, voluntary agencies, or professional counselors for counseling. Additionally, FEMA and state and local governments of the affected area may provide crisis counseling assistance.

Recognize Signs of Disaster Related Stress

When adults have the following signs, they might need crisis counseling or stress management assistance:

- Difficulty communicating thoughts.
- Difficulty sleeping.
- Difficulty maintaining balance in their lives.
- Low threshold of frustration.
- Increased use of drugs/alcohol.
- Limited attention span.
- Poor work performance.
- Headaches/stomach problems.
- Tunnel vision/muffled hearing.
- Colds or flu-like symptoms.
- Disorientation or confusion.
- Difficulty concentrating.
- Reluctance to leave home.
- Depression, sadness.
- Feelings of hopelessness.
- Mood-swings and easy bouts of crying.
- Overwhelming guilt and self-doubt.
- Fear of crowds, strangers, or being alone.

Easing Disaster-Related Stress

The following are ways to ease disaster-related stress:

 Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.

- Seek help from professional counselors who deal with post-disaster stress.
- Do not hold yourself responsible for the disastrous event or be frustrated because you feel you cannot help directly in the rescue work.
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on yourself and your family.
- Spend time with family and friends.
- Participate in memorials.
- Use existing support groups of family, friends, and religious institutions.
- Ensure you are ready for future events by restocking your disaster supplies kits and updating your family disaster plan. Doing these positive actions can be comforting.

Helping Children Cope with Disaster

Disasters can leave children feeling frightened, confused, and insecure. Whether a child has personally experienced trauma, has merely seen the event on television, or has heard it discussed by adults, it is important for parents and teachers to be informed and ready to help if reactions to stress begin to occur.

Children may respond to disaster by demonstrating fears, sadness, or behavioral problems. Younger children may return to earlier behavior patterns, such as bedwetting, sleep problems, and separation anxiety. Older children may also display anger, aggression, school problems, or withdrawal. Some children who have only indirect contact with the disaster but witness it on television may develop distress.

Who is at Risk?

For many children, reactions to disasters are brief and represent normal reactions to "abnormal events." A smaller number of children can be at risk for more enduring psychological distress as a function of three major risk factors:

- Direct exposure to the disaster, such as being evacuated, observing injuries or death of others, or experiencing injury along with fearing one's life is in danger.
- Loss/grief: This relates to the death or serious injury of family or friends.
- On-going stress from the secondary effects of disaster, such as temporarily living elsewhere, loss of friends and social networks, loss of personal property, parental unemployment, and costs incurred during recovery to return the family to pre-disaster life and living conditions.

What Creates Vulnerabilities in Children?

In most cases, depending on the risk factors above, distressing responses are temporary. In the absence of severe threat to life, injury, loss of loved ones, or secondary problems such as loss of home, moves, etc., symptoms usually diminish over time. For those that were directly exposed to the disaster, reminders of the disaster such as high winds, smoke, cloudy skies, sirens, or other reminders of the disaster may cause upsetting feelings to return. Having a prior history of some type of traumatic event or severe stress may contribute to these feelings.

Children's coping with disaster or emergencies is often tied to the way parents cope. They can detect adults' fears and sadness. Parents and adults can make disasters less traumatic for children by taking steps to manage their own feelings and plans for coping. Parents are almost always the best source of support for children in disasters. One way to establish a sense of control and to build confidence in children before a disaster is to engage and involve them in preparing a family disaster plan. After a disaster, children can contribute to a family recovery plan.

A Child's Reaction to Disaster by Age

Below are common reactions in children after a disaster or traumatic event.

Birth through 2 years - When children are pre-verbal and experience a trauma, they do not have the words to describe the event or their feelings. However, they can retain memories of particular sights, sounds, or smells. Infants may react to trauma by being irritable, crying more than usual, or wanting to be held and cuddled. The biggest influence on children of this age is how their parents cope. As children get older, their play may involve acting out elements of the traumatic event that occurred several years in the past and was seemingly forgotten.

Preschool - 3 through 6 years - Preschool children often feel helpless and powerless in the face of an overwhelming event. Because of their age and small size, they lack the ability to protect themselves or others. As a

result, they feel intense fear and insecurity about being separated from caregivers. Preschoolers cannot grasp the concept of permanent loss. They can see consequences as being reversible or permanent. In the weeks following a traumatic event, preschoolers' play activities may reenact the incident or the disaster over and over again.

School age - 7 through 10 years - The school-age child has the ability to understand the permanence of loss. Some children become intensely preoccupied with the details of a traumatic event and want to talk about it continually. This preoccupation can interfere with the child's concentration at school and academic performance may decline. At school, children may hear inaccurate information from peers. They may display a wide range of reactions—sadness, generalized fear, or specific fears of the disaster happening again, guilt over action or inaction during the disaster, anger that the event was not prevented, or fantasies of playing rescuer.

Pre-adolescence to adolescence - 11 through 18 years - As children grow older, they develop a more sophisticated understanding of the disaster event. Their responses are more similar to adults. Teenagers may become involved in dangerous, risk-taking behaviors, such as reckless driving, or alcohol or drug use. Others can become fearful of leaving home and avoid previous levels of activities. Much of adolescence is focused on moving out into the world. After a trauma, the view of the world can seem more dangerous and unsafe. A teenager may feel overwhelmed by intense emotions and yet feel unable to discuss them with others.

Meeting the Child's Emotional Needs

Children's reactions are influenced by the behavior, thoughts, and feelings of adults. Adults should encourage children and adolescents to share their thoughts and feelings about the incident. Clarify misunderstandings about risk and danger by listening to children's concerns and answering questions. Maintain a sense of calm by validating children's concerns and perceptions and with discussion of concrete plans for safety.

Listen to what the child is saying. If a young child is asking questions about the event, answer them simply without the elaboration needed for an older child or adult. Some children are comforted by knowing more or less information than others; decide what level of information your particular child needs. If a child has difficulty expressing feelings, allow the child to draw a picture or tell a story of what happened.

Try to understand what is causing anxieties and fears. Be aware that following a disaster, children are most afraid that:

- The event will happen again.
- Someone close to them will be killed or injured.
- They will be left alone or separated from the family.

Reassuring Children After a Disaster

Suggestions to help reassure children include the following:

- Personal contact is reassuring. Hug and touch your children.
- Calmly provide factual information about the recent disaster and current plans for insuring their safety along with recovery plans.
- Encourage your children to talk about their feelings.
- Spend extra time with your children such as at bedtime.
- Re-establish your daily routine for work, school, play, meals, and rest.
- Involve your children by giving them specific chores to help them feel they are helping to restore family and community life.
- Praise and recognize responsible behavior.
- Understand that your children will have a range of reactions to disasters.
- Encourage your children to help update your a family disaster plan.

If you have tried to create a reassuring environment by following the steps above, but your child continues to exhibit stress, if the reactions worsen over time, or if they cause interference with daily behavior at school, at home, or with other relationships, it may be appropriate to talk to a professional. You can get professional help from the child's primary care physician, a mental health provider specializing in children's needs, or a member of the clergy.

Monitor and Limit Your Family's Exposure to the Media

News coverage related to a disaster may elicit fear and confusion and arouse anxiety in children. This is particularly true for large-scale disasters or a terrorist event where significant property damage and loss of life has occurred. Particularly for younger children, repeated images of an event may cause them to believe the event is recurring over and over. If parents allow children to watch television or use the Internet where images or news about the disaster are shown, parents should be with them to encourage communication and provide explanations. This may also include parent's monitoring and appropriately limiting their own exposure to anxiety-provoking information.

Use Support Networks

Parents help their children when they take steps to understand and manage their own feelings and ways of coping. They can do this by building and using social support systems of family, friends, community organizations and agencies, faith-based institutions, or other resources that work for that family. Parents can build their own unique social support systems so that in an emergency situation or when a disaster strikes, they can be supported and helped to manage their reactions. As a result, parents will be more available to their children and better able to support them. Parents are almost always the best source of support for children in difficult times. But to support their children, parents need to attend to their own needs and have a plan for their own support.

Preparing for disaster helps everyone in the family accept the fact that disasters do happen, and provides an opportunity to identify and collect the resources needed to meet basic needs after disaster. Preparation helps; when people feel prepared, they cope better and so do children.

Helping Others

The compassion and generosity of the American people is never more evident than after a disaster. People want to help. Here are some general guidelines on helping others after a disaster:

- Volunteer! Check with local organizations or listen to local news reports for information about where volunteers are needed. Note: Until volunteers are specifically requested, stay away from disaster areas.
- Bring your own food, water, and emergency supplies to a disaster area if you are needed there. This is
 especially important in cases where a large area has been affected and emergency items are in short
 supply.
- Give a check or money order to a recognized disaster relief organization. These groups are organized to process checks, purchase what is needed, and get it to the people who need it most.
- Do not drop off food, clothing, or any other item to a government agency or disaster relief organization
 unless a particular item has been requested. Normally, these organizations do not have the resources to
 sort through the donated items.
- Donate a quantity of a given item or class of items (such as nonperishable food) rather than a mix of
 different items. Determine where your donation is going, how it's going to get there, who is going to unload
 it, and how it is going to be distributed. Without sufficient planning, much needed supplies will be left
 unused.

For More Information

If you require more information about any of these topics, the following are resources that may be helpful.

FEMA Publications

Helping Children Cope with Disasters. L-196. Provides information about how to prepare children for disaster and how to lessen the emotional effects of disaster.

When Disaster Strikes. L-217. Provides information about donations and volunteer organizations.

Repairing Your Flooded Home. FEMA 234. This 362-page publication provides a step-by-step guide to repairing your home and how to get help after a flood disaster.

After a Flood: The First Steps. L 198. Tips for staying healthy, cleaning up and repairing, and getting help after a flood.

Water Conservation Tips

Indoor Water Conservation Tips

General

- Never pour water down the drain when there may be another use for it. Use it to water your indoor plants or garden.
- Repair dripping faucets by replacing washers. One drop per second wastes 2, 700 gallons of water per year!
- Check all plumbing for leaks. Have leaks repaired by a plumber.
- Retrofit all household faucets by installing aerators with flow restrictors.
- Install an instant hot water heater on your sink.
- Insulate your water pipes to reduce heat loss and prevent them from breaking.
- Install a water-softening system only when the minerals in the water would damage your pipes. Turn the softener off while on vacation.
- Choose appliances that are more energy and water efficient.

Bathroom

- Consider purchasing a low-volume toilet that uses less than half the water of older models. Note: In many areas, low-volume units are required by law.
- Install a toilet displacement device to cut down on the amount of water needed to flush. Place a one-gallon plastic jug of water into the tank to displace toilet flow (do not use a brick, it may dissolve and loose pieces may cause damage to the internal parts). Be sure installation does not interfere with the operating parts.
- Replace your showerhead with an ultra-low-flow version.
- Place a bucket in the shower to catch excess water for watering plants.
- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects, and other similar waste in the trash
 rather than the toilet.
- Avoid taking baths take short showers turn on water only to get wet and lather and then again to rinse
 off.
- Avoid letting the water run while brushing your teeth, washing your face, or shaving.

Kitchen

- Operate automatic dishwashers only when they are fully loaded. Use the "light wash" feature, if available, to use less water.
- Hand wash dishes by filling two containers one with soapy water and the other with rinse water containing a small amount of chlorine bleach.
- Clean vegetables in a pan filled with water rather than running water from the tap.
- Start a compost pile as an alternate method of disposing of food waste or simply dispose of food in the garbage. (Kitchen sink disposals require a lot of water to operate properly).
- Store drinking water in the refrigerator. Do not let the tap run while you are waiting for water to cool.
- Avoid wasting water waiting for it to get hot. Capture it for other uses such as plant watering or heat it on the stove or in a microwave.
- Avoid rinsing dishes before placing them in the dishwasher; just remove large particles of food. (Most dishwashers can clean soiled dishes very well, so dishes do not have to be rinsed before washing)
- Avoid using running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or use the defrost setting on your microwave oven.

Laundry

 Operate automatic clothes washers only when they are fully loaded or set the water level for the size of your load.

Outdoor Water Conservation Tips

General

- Check your well pump periodically. If the automatic pump turns on and off while water is not being used, you have a leak.
- Plant native and/or drought-tolerant grasses, ground covers, shrubs, and trees. Once established, they do
 not need water as frequently and usually will survive a dry period without watering. Small plants require
 less water to become established. Group plants together based on similar water needs.
- Install irrigation devices that are the most water efficient for each use. Micro and drip irrigation and soaker hoses are examples of efficient devices.
- Use mulch to retain moisture in the soil. Mulch also helps control weeds that compete with landscape plants for water.
- Avoid purchasing recreational water toys that require a constant stream of water.
- Avoid installing ornamental water features (such as fountains) unless they use recycled water.

Car Washing

- Use a shut-off nozzle that can be adjusted down to a fine spray on your hose.
- Use a commercial car wash that recycles water. If you wash your own car, park on the grass so that you will be watering it at the same time.

Lawn Care

- Avoid over watering your lawn. A heavy rain eliminates the need for watering for up to two weeks. Most of the year, lawns only need one inch of water per week.
- Water in several short sessions rather than one long one, in order for your lawn to better absorb moisture.
- Position sprinklers so water lands on the lawn and shrubs and not on paved areas.
- Avoid sprinklers that spray a fine mist. Mist can evaporate before it reaches the lawn. Check sprinkler systems and timing devices regularly to be sure they operate properly.
- Raise the lawn mower blade to at least three inches or to its highest level. A higher cut encourages grass roots to grow deeper, shades the root system, and holds soil moisture.
- Plant drought-resistant lawn seed.
- Avoid over-fertilizing your lawn. Applying fertilizer increases the need for water. Apply fertilizers that contain slow-release, water-insoluble forms of nitrogen.
- Use a broom or blower instead of a hose to clean leaves and other debris from your driveway or sidewalk.
- Avoid leaving sprinklers or hoses unattended. A garden hose can pour out 600 gallons or more in only a few hours.

Pool

- Install a new water-saving pool filter. A single back flushing with a traditional filter uses 180 to 250 gallons of water.
- Cover pools and spas to reduce evaporation of water.

Disaster Supplies Checklists

The following list is to help you determine what to include in your disaster supplies kit that will meet your family's needs.

First Aid Supplies

Supplies	Home	Vehicle	Work
Adhesive bandages, various sizes			
5 " x 9 " sterile dressing			
Conforming roller gauze bandage			
Triangular bandages			
3 " x 3 " sterile gauze pads			
4 " x 4 " sterile gauze pads			
Roll 3 " cohesive bandage			
Germicidal hand wipes or waterless, alcohol-based hand sanitizer			
Antiseptic wipes			
Pairs large, medical grade, non-latex gloves			
Tongue depressor blades			
Adhesive tape, 2 " width			
Antibacterial ointment			
Cold pack			
Scissors (small, personal)			
Tweezers			
Assorted sizes of safety pins			
Cotton balls			
Thermometer			
Tube of petroleum jelly or other lubricant			
Sunscreen			
CPR breathing barrier, such as a face shield			
First aid manual			

Non-Prescription and Prescription Medicine Kit Supplies

Supplies	Home	Vehicle	Work
Aspirin and non-aspirin pain reliever			
Anti-diarrhea medication			
Antacid (for stomach upset)			
Laxative			
Vitamins			
Prescriptions			
Extra eyeglasses/contact lenses			

Sanitation and Hygiene Supplies

Item	Item	
Washcloth and towel	Heavy-duty plastic garbage bags and ties for personal sanitation uses and toilet paper	
Towelettes, soap, hand sanitizer	Medium-sized plastic bucket with tight lid	
Tooth paste, toothbrushes	Disinfectant and household chlorine bleach	
Shampoo, comb, and brush	A small shovel for digging a latrine	
Deodorants, sunscreen	Toilet paper	
Razor, shaving cream	Contact lens solutions	
Lip balm, insect repellent	Mirror	
Feminine supplies		

Equipment and Tools

Tools	Kitchen items	
Portable, battery-powered radio or television and extra batteries	Manual can opener	
NOAA Weather Radio, if appropriate for your area	Mess kits or paper cups, plates, and plastic utensils	
Flashlight and extra batteries	All-purpose knife	
Signal flare	Household liquid bleach to treat drinking water	
Matches in a waterproof container (or waterproof matches)	Sugar, salt, pepper	
Shut-off wrench, pliers, shovel, and other tools	Aluminum foil and plastic wrap	
Duct tape and scissors	Resealable plastic bags	
Plastic sheeting	Small cooking stove and a can of cooking fuel (if food must be cooked)	
Whistle		
Small canister, ABC-type fire extinguisher	Comfort Items	
Tube tent	Games	
Compass	Cards	
Work gloves	Books	
Paper, pens, and pencils	Toys for kids	
Needles and thread	Foods	
Battery-operated travel alarm clock		

Food and Water

Supplies	Home	Vehicle	Work
Water			
Ready-to-eat meats, fruits, and vegetables			
Canned or boxed juices, milk, and soup			
High-energy foods such as peanut butter, jelly, low-sodium crackers, granola bars, and trail mix			
Vitamins			
Special foods for infants or persons on special diets			
Cookies, hard candy			
Instant coffee			
Cereals			
Powdered milk			

Clothes and Bedding Supplies

Item	
Complete change of clothes	
Sturdy shoes or boots	
Rain gear	
Hat and gloves	
Extra socks	
Extra underwear	
Thermal underwear	
Sunglasses	
Blankets/sleeping bags and pillows	

Documents and Keys

Item	Stored
Personal identification	
Cash and coins	
Credit cards	
Extra set of house keys and car keys	
Copies of the following:	
Birth certificate	
Marriage certificate	
Driver's license	
Social Security cards	
Passports	

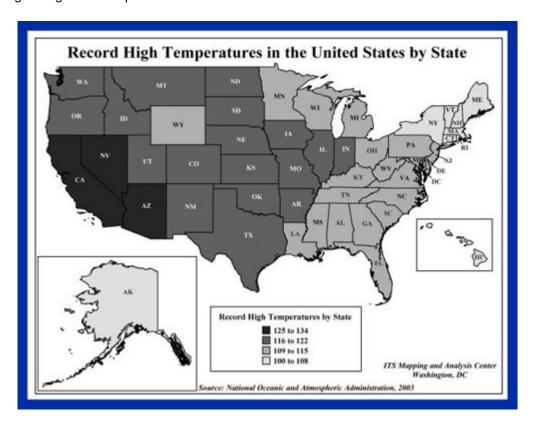
Wills	
Deeds	
Inventory of household goods	
Insurance papers	
Immunization records	
Bank and credit card account numbers	
Stocks and bonds	
Emergency contact list and phone numbers	
Map of the area and phone numbers of places you could go	

Preparing for Extreme Heat

Heat kills by pushing the human body beyond its limits. In extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.

Most heat disorders occur because the victim has been overexposed to heat or has over-exercised for his or her age and physical condition. Older adults, young children, and those who are sick or overweight are more likely to succumb to extreme heat.

Conditions that can induce heat-related illnesses include stagnant atmospheric conditions and poor air quality. Consequently, people living in urban areas may be at greater risk from the effects of a prolonged heat wave than those living in rural areas. Also, asphalt and concrete store heat longer and gradually release heat at night, which can produce higher nighttime temperatures known as the "urban heat island effect."



Know the Terms

Familiarize yourself with these terms to help identify an extreme heat hazard:

Heat Wave

Prolonged period of excessive heat, often combined with excessive humidity.

Heat Index

A number in degrees Fahrenheit (F) that tells how hot it feels when relative humidity is added to the air temperature. Exposure to full sunshine can increase the heat index by 15 degrees.

Heat Cramps

Muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are often the first signal that the body is having trouble with the heat.

Heat Exhaustion

Typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim's condition will worsen. Body temperature will keep rising and the victim may suffer heat stroke.

Heat Stroke

A life-threatening condition. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.

Sun Stroke

Another term for heat stroke.

Take Protective Measures

Before Extreme Heat

To prepare for extreme heat, you should:

- Install window air conditioners snugly; insulate if necessary.
- Check air-conditioning ducts for proper insulation.
- Install temporary window reflectors (for use between windows and drapes), such as aluminum foil-covered cardboard, to reflect heat back outside.
- Weather-strip doors and sills to keep cool air in.
- Cover windows that receive morning or afternoon sun with drapes, shades, awnings, or louvers. (Outdoor awnings or louvers can reduce the heat that enters a home by up to 80 percent.)
- Keep storm windows up all year.

During a Heat Emergency

The following are guidelines for what you should do if the weather is extremely hot:

- Stay indoors as much as possible and limit exposure to the sun.
- Stay on the lowest floor out of the sunshine if air conditioning is not available.
- Consider spending the warmest part of the day in public buildings such as libraries, schools, movie theaters, shopping malls, and other community facilities. Circulating air can cool the body by increasing the perspiration rate of evaporation.
- Eat well-balanced, light, and regular meals. Avoid using salt tablets unless directed to do so by a physician.

- Drink plenty of water. Persons who have epilepsy or heart, kidney, or liver disease; are on fluid-restricted diets; or have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Limit intake of alcoholic beverages.
- Dress in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible.
- Protect face and head by wearing a wide-brimmed hat.
- Check on family, friends, and neighbors who do not have air conditioning and who spend much of their time alone.
- Never leave children or pets alone in closed vehicles.
- Avoid strenuous work during the warmest part of the day. Use a buddy system when working in extreme
 heat, and take frequent breaks.

First Aid for Heat-Induced Illnesses

Extreme heat brings with it the possibility of heat-induced illnesses. The following table lists these illnesses, their symptoms, and the first aid treatment.

Condition	Symptoms	First Aid	
Sunburn	Skin redness and pain, possible swelling, blisters, fever, headaches	Take a shower using soap to remove oils that may block pores, preventing the body from cooling naturally.	
		Apply dry, sterile dressings to any blisters, and get medical attention.	
Heat Cramps	Painful spasms, usually in leg and abdominal muscles; heavy sweating	Get the victim to a cooler location.	
		Lightly stretch and gently massage affected muscles to relieve spasms.	
		Give sips of up to a half glass of cool water every 15 minutes. (Do not give liquids with caffeine or alcohol.)	
		Discontinue liquids, if victim is nauseated.	
Heat Exhaustion	Heavy sweating but skin may be cool, pale, or flushed. Weak pulse. Normal body temperature is possible, but temperature will likely rise. Fainting or dizziness, nausea, vomiting, exhaustion, and headaches are possible.	Get victim to lie down in a cool place.	
		Loosen or remove clothing.	
		Apply cool, wet clothes.	
		Fan or move victim to air-conditioned place.	
		Give sips of water if victim is conscious.	
		Be sure water is consumed slowly.	
		Give half glass of cool water every 15 minutes.	
		Discontinue water if victim is nauseated.	
		Seek immediate medical attention if vomiting occurs.	
Heat Stroke (a severe medical emergency)	High body temperature (105+); hot, red, dry skin; rapid, weak pulse; and rapid shallow breathing. Victim will probably not	Call 9-1-1 or emergency medical services, or get the victim to a hospital immediately. Delay can be fatal.	
	sweat unless victim was sweating from recent strenuous activity. Possible	Move victim to a cooler environment.	
	unconsciousness.	Removing clothing	

	Try a cool bath, sponging, or wet sheet to reduce body temperature.
	Watch for breathing problems.
	Use extreme caution.
	Use fans and air conditioners.

Additional Information

An emergency water shortage can be caused by prolonged drought, poor water supply management, or contamination of a surface water supply source or aquifer.

Drought can affect vast territorial regions and large population numbers. Drought also creates environmental conditions that increase the risk of other hazards such as fire, flash flood, and possible landslides and debris flow.

Conserving water means more water available for critical needs for everyone. Appendix A contains detailed suggestions for conserving water both indoors and outdoors. Make these practices a part of your daily life and help preserve this essential resource.

After Extreme Heat

Follow the instructions for recovering from a disaster in Part 5.

Knowledge Check

You and a friend have been outdoors in the sun for some time. Shortly after coming inside, your friend complains of nausea and headache but tells you not to worry as it is probably a food allergy.

What would you advise him or her to do?

For More Information

If you require more information about any of these topics, the following are resources that may be helpful.

Publications

National Weather Service

Heat Wave: A Major Summer Killer. An online brochure describing the heat index, heat disorders, and heat wave safety tips. Available online at: www.nws.noaa.gov/om//brochures/heat_wave.shtml

Preparing for a Hurricane

A hurricane is a type of tropical cyclone, the generic term for a low pressure system that generally forms in the tropics. A typical cyclone is accompanied by thunderstorms, and in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface.

All Atlantic and Gulf of Mexico coastal areas are subject to hurricanes or tropical storms. Parts of the Southwest United States and the Pacific Coast experience heavy rains and floods each year from hurricanes spawned off Mexico. The Atlantic hurricane season lasts from June to November, with the peak season from mid-August to late October.

Hurricanes can cause catastrophic damage to coastlines and several hundred miles inland. Winds can exceed 155 miles per hour. Hurricanes and tropical storms can also spawn tornadoes and microbursts, create storm surges along the coast, and cause extensive damage from heavy rainfall.

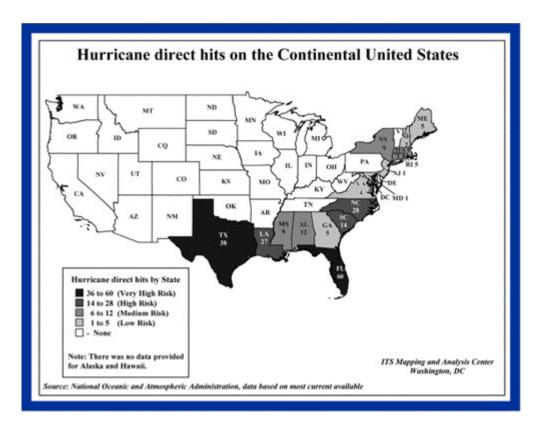
Hurricanes are classified into five categories based on their wind speed, central pressure, and damage potential (see chart). Category Three and higher hurricanes are considered major hurricanes, though Categories One and Two are still extremely dangerous and warrant your full attention.

Saffir-Simpson Hurricane Scale

Scale Number (Category)	Sustained Winds (MPH)	Damage	Storm Surge
1	74-95	Minimal: Unanchored mobile homes, vegetation and signs.	4-5 feet
2	96-110	Moderate: All mobile homes, roofs, small crafts, flooding.	6-8 feet
3	111-130	Extensive: Small buildings, low-lying roads cut off.	9-12 feet
4	131-155	Extreme: Roofs destroyed, trees down, roads cut off, mobile homes destroyed. Beach homes flooded.	
5	More than 155	Catastrophic: Most buildings destroyed. Vegetation destroyed. Major roads cut off. Homes flooded.	Greater than 18 feet

Hurricanes can produce widespread torrential rains. Floods are the deadly and destructive result. Slow moving storms and tropical storms moving into mountainous regions tend to produce especially heavy rain. Excessive rain can trigger landslides or mud slides, especially in mountainous regions. Flash flooding can occur due to intense rainfall. Flooding on rivers and streams may persist for several days or more after the storm.

Between 1970 and 1999, more people lost their lives from freshwater inland flooding associated with land falling tropical cyclones than from any other weather hazard related to tropical cyclones.



Naming the Hurricanes

Since 1953, Atlantic tropical storms have been named from lists originated by the National Hurricane Center and now maintained and updated by an international committee of the World Meteorological Organization. The lists featured only women's names until 1979. After that, men's and women's names were alternated. Six lists are used in rotation. Thus, the 2001 lists will be used again in 2007.

The only time there is a change in the list is if a storm is so deadly or costly that the continued use of the name would be inappropriate for reasons of sensitivity. When this occurs, the name is stricken from the list and another name is selected to replace it.

Sometimes names are changed. Lorenzo replaced Luis and Michelle replaced Marilyn. The complete lists can be found at www.nhc.noaa.gov under "Storm Names."

Know the Terms

Familiarize yourself with these terms to help identify a hurricane hazard:

Tropical Depression: An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38 MPH (33 knots) or less. Sustained winds are defined as one-minute average wind measured at about 33 ft (10 meters) above the surface.

Tropical Storm: An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39–73 MPH (34–63 knots).

Hurricane: An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 MPH (64 knots) or higher.

Storm Surge: A dome of water pushed onshore by hurricane and tropical storm winds. Storm surges can reach 25 feet high and be 50–1000 miles wide.

Storm Tide: A combination of storm surge and the normal tide (i.e., a 15-foot storm surge combined with a 2-foot normal high tide over the mean sea level created a 17-foot storm tide).

Hurricane/Tropical Storm Watch: Hurricane/tropical storm conditions are possible in the specified area, usually within 36 hours. Tune in to NOAA Weather Radio, commercial radio, or television for information.

Hurricane/Tropical Storm Warning: Hurricane/tropical storm conditions are expected in the specified area, usually within 24 hours.

Short Term Watches and Warnings: These warnings provide detailed information about specific hurricane threats, such as flash floods and tornadoes.

For More Information

If you require more information about any of these topics, the following are resources that may be helpful.

FEMA Publications

Against the Wind: Protecting Your Home from Hurricane and Wind Damage. FEMA-247. A guide to hurricane preparedness.

Community Hurricane Preparedness. IS-324. CD-ROM or <u>Web-based training course</u> for federal, state, and local emergency managers.

Safety Tips for Hurricanes. L 105. Publication for teachers and parents for presentation to children. To order, call 1 (800) 480-2520.

Other Publications

Protect Your Home against Hurricane Damage, Institute for Business and Home Safety. 110 William Street, New York, NY 20038

Take Protective Measures

Before a Hurricane

To prepare for a hurricane, you should take the following measures:

- Make plans to secure your property. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" marine plywood, cut to fit and ready to install. Tape does not prevent windows from breaking.
- Install straps or additional clips to securely fasten your roof to the frame structure. This will reduce roof damage.
- Be sure trees and shrubs around your home are well trimmed.
- Clear loose and clogged rain gutters and downspouts.
- Determine how and where to secure your boat.
- Consider building a safe room.

During a Hurricane

If a hurricane is likely in your area, you should:

- Listen to the radio or TV for information.
- Secure your home, close storm shutters, and secure outdoor objects or bring them indoors.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Turn off propane tanks. Avoid using the phone, except for serious emergencies.
- Moor your boat if time permits.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.

You should evacuate under the following conditions:

- If you are directed by local authorities to do so. Be sure to follow their instructions.
- If you live in a mobile home or temporary structure—such shelters are particularly hazardous during hurricanes no matter how well fastened to the ground.
- If you live in a high-rise building—hurricane winds are stronger at higher elevations.
- If you live on the coast, on a floodplain, near a river, or on an inland waterway.
- If you feel you are in danger.

If you are unable to evacuate, go to your wind-safe room. If you do not have one, follow these guidelines:

- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors—secure and brace external doors.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm winds will pick up again.
- Take refuge in a small interior room, closet, or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.

Homeland Security Advisory System

The Homeland Security Advisory System was designed to provide a national framework and comprehensive means to disseminate information regarding the risk of terrorist acts to the following:

- Federal, state, and local authorities
- The private sector
- The American people

This system provides warnings in the form of a set of graduated "threat conditions" that increase as the risk of the threat increases. Risk includes both the probability of an attack occurring and its potential gravity. Threat conditions may be assigned for the entire nation, or they may be set for a particular geographic area or industrial sector. At each threat condition, government entities and the private sector, including businesses and schools, would implement a corresponding set of "protective measures" to further reduce vulnerability or increase response capability during a period of heightened alert.

There are five threat conditions, each identified by a description and corresponding color. Assigned threat conditions will be reviewed at regular intervals to determine whether adjustments are warranted.

Threat Conditions and Associated Protective Measures

There is always a risk of a terrorist threat. Each threat condition assigns a level of alert appropriate to the increasing risk of terrorist attacks. Beneath each threat condition are some suggested protective measures that the government, the private sector, and the public can take.

In each case, as threat conditions escalate, protective measures are added to those already taken in lower threat conditions. The measures are cumulative.

Citizen Guidance on the Homeland Security Advisory System



Green: Low Risk

- Develop a family emergency plan. Share it with family and friends, and practice the plan. Visit www.Ready.gov for help creating a plan.
- Create an "Emergency Supply Kit" for your household.
- Be informed. Visit www.Ready.gov or obtain a copy of "Preparing Makes Sense, Get Ready Now" by calling 1-800-BE-READY.
- Know where to shelter and how to turn off utilities (power, gas, and water) to your home.
- Examine volunteer opportunities in your community, such as Citizen Corps, Volunteers in Police Service, Neighborhood Watch or others, and donate your time. Consider completing an American Red Cross first aid or CPR course, or Community Emergency Response Team (CERT) course.

Blue: Guarded Risk

- Complete recommended steps at level green.
- Review stored disaster supplies and replace items that are outdated.
- Be alert to suspicious activity and report it to proper authorities.

Yellow: Elevated Risk

- Complete recommended steps at levels green and blue.
- Ensure disaster supplies are stocked and ready.
- Check telephone numbers in family emergency plan and update as necessary.

- Develop alternate routes to/from work or school and practice them.
- Continue to be alert for suspicious activity and report it to authorities.

Orange: High Risk

- Complete recommended steps at lower levels.
- Exercise caution when traveling, pay attention to travel advisories.
- Review your family emergency plan and make sure all family members know what to do.
- Be Patient. Expect some delays, baggage searches and restrictions at public buildings.
- Check on neighbors or others that might need assistance in an emergency.

Red: Severe Risk

- Complete all recommended actions at lower levels.
- Listen to local emergency management officials.
- Stay tuned to TV or radio for current information/instructions.
- Be prepared to shelter or evacuate, as instructed.
- Expect traffic delays and restrictions.
- Provide volunteer services only as requested.
- Contact your school/business to determine status of work day.

Knowledge Check

- 1. By following the instructions in this guide, you should now have the following:
 - A family disaster plan that sets forth what you and your family need to do to prepare for and respond to all types of hazards.
 - A disaster supplies kit filled with items you would need to sustain you and your family for at least three days, maybe more.
 - Knowledge of your community warning systems and what you should do when these are activated.
 - An understanding of why evacuations are necessary and what you would need to do in the case of an evacuation.
 - o Identification of where the safest shelters are for the various hazards.
 - Compare the above actions with the personal action guidelines for each of the threat levels. Determine how well you are prepared for each of the five levels.
- 2. What is the current threat level?
 - Hint: To determine the current threat level, check your cable news networks or visit <u>www.dhs.gov</u>.
 Keep your family informed when changes in the threat level occur, and go over the personal actions you need to take.

For More Information

If you require more information about any of these topics, the following are resources that may be helpful.

Publications

American Red Cross

American Red Cross: <u>Homeland Security Advisory System Recommendations for Individuals, Families, Neighborhoods, Schools, and Businesses</u>. Explanation of preparedness activities for each population.

^{*}Developed with input from the American Red Cross.

What is child abuse?

Child abuse consists of any act, or failure to act, that **endangers a child's physical or emotional health and development**. Someone is abusive if he or she fails to nurture the child, physically injures the child, or relates sexually to the child.

What are the types of child abuse?

The four major types of child abuse are:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

What is physical child abuse?

Physical child abuse is an injury resulting from physical aggression. Even if the injury was not intended, the act is considered physical abuse.

The injury from physical child abuse may be the result of:

- Beating, slapping, or hitting.
- Pushing, shaking, kicking, or throwing.
- Pinching, biting, choking, or hair-pulling.
- Burning with cigarettes, scalding water, or other hot objects.
- Severe physical punishment.

Is Physical Punishment the Same As Physical Abuse?

Physical abuse is an injury resulting from physical aggression. **Physical punishment** is the use of physical force with the intent of inflicting bodily pain, but not injury, for the purpose of correction or control. As you can see, physical punishment can easily get out of control and become physical abuse.

Some other specific types of physical child abuse are:

- Shaken Baby Syndrome Shaking a baby or toddler can cause serious head injuries.
- Munchausen by Proxy Syndrome Inducing medical illness in a child or wrongly convincing others that a child is sick is both dangerous and abusive.
- <u>Drug use during pregnancy</u> Drug and alcohol use during pregnancy or lactation can be harmful to your child, leading to problems such as <u>Fetal Alcohol Syndrome</u>

Hundreds of thousands of children are physically abused each year by someone close to them, and thousands of children die from the injuries. For those who survive, the emotional scars are deeper than the physical scars.

What is sexual child abuse?

Sexual abuse of a child is any sexual act between an adult and a child, including penetration, intercourse, incest, rape, oral sex, and sodomy. Other examples include:

- Fondling Touching or kissing a child's genitals, making a child fondle an adult's genitals.
- Violations of bodily privacy Forcing a child to undress, spying on a child in the bathroom or bedroom.
- Exposing children to adult sexuality Performing sexual acts in front of a child, exposing genitals, telling "dirty" stories, showing pornography to a child.
- Commercial exploitation Sexual exploitation through child prostitution or child pornography.

Regardless of the child's behavior or reactions, it is the responsibility of the adult not to engage in sexual acts with children. **Sexual abuse is never the child's fault.**

Sexual child abusers can be:

- Fathers, mothers, siblings, or other relatives.
- Childcare professionals or babysitters.
- Clergy, teachers, or athletic coaches.
- Foster parents or host families of foreign-exchange students.
- Neighbors or friends.
- Strangers

What is emotional child abuse?

Emotional child abuse is any attitude, behavior, or failure to act that interferes with a child's mental health or social development. It can range from a simple verbal insult to an extreme form of punishment. Emotional abuse is almost always present when another form of abuse is found. Surprisingly, emotional abuse can have more long-lasting negative psychiatric effects than either physical abuse or sexual abuse.

Other names for emotional abuse are:

- Verbal abuse
- Mental abuse
- Psychological maltreatment or psychological abuse

Examples of Emotional Child Abuse

Intimidation Yelling, screaming, threatening, frightening, or bullying.

Belittling or shaming Humiliating the child, name-calling, making negative comparisons

to others. Telling the child he or she is "no good," "worthless,"

"bad," or "a mistake."

Lack of affection and Showing little to no physical affection (such as hugs) or words of

warmth affection (praise, saying "I love you.")

Habitual blaming Telling the child that everything is his or her fault.

Ignoring or rejecting Withdrawing attention, giving "the cold shoulder," disregarding

Extreme punishment Confinement to a closet or dark room, tying to a chair for long

periods of time, or terrorizing a child.

Exposure to violence Witnessing violent behavior, including the physical abuse of

others.

Child exploitation Taking advantage of a child, including child labor.

Child abduction The trauma of being kidnapped, including kidnapping by a parent,

amounts to abuse.

Emotional child abuse can come from adults or from other children:

- Parents or caregivers
- Teachers or athletic coaches
- Siblings
- · Bullies at school or elsewhere
- Middle- and high-school girls in social cliques

What is neglect?

Neglect is a very common type of child abuse. According to <u>Child Welfare Information Gateway</u>, more children suffer from neglect than from physical and sexual abuse combined. Yet victims are not often identified, primarily because neglect is a type of child abuse that is an act of omission — of *not* doing something. Some overlap exists between the definitions of emotional abuse and emotional neglect. However, neglect is a pattern of failing to provide for a child's basic needs. A single act of neglect might not be considered child abuse.

but repeated neglect is definitely child abuse. There are three basic types of neglect; physical neglect, educational neglect, and emotional neglect.

Types of Neglect

Physical Neglect Failure to provide food, clothing appropriate for the weather,

supervision, a home that is hygienic and safe, and/or medical care,

as needed.

Educational Neglect Failure to enroll a school-age child in school or to provide

necessary special education. This includes allowing excessive

absences from school.

Emotional Neglect Failure to provide emotional support, love, and affection. This

includes neglect of the child's emotional needs and failure to

provide psychological care, as needed.

What are the warning signs and symptoms of child abuse?

If you suspect child abuse, always report it, for the sake of the child. Call the Childhelp National Child Abuse Hotline at **1-800-4-A-CHILD or Florida Hotline at 1-800-96-ABUSE**. To recognize child abuse, look for clusters of the following physical and behavioral symptoms:

Some signs of physical child abuse:

- Burns, bite marks, cuts, bruises, or welts in the shape of an object.
- Resistance to going home.
- · Fear of adults.

Some signs of emotional child abuse:

- Apathy, depression.
- Hostility.
- Difficulty concentrating.

Some signs of sexual child abuse:

- Inappropriate interest in or knowledge of sexual acts.
- Seductiveness
- Avoidance of things related to sexuality, or rejection of own genitals or body.
- Either over compliance or excessive aggression.
- Fear of a particular person or family member.

Some signs of child neglect:

- Clothing unsuited to the weather.
- Being dirty or un-bathed.
- Extreme hunger.
- Apparent lack of supervision.

Warning Signs of Online Sexual Child Abuse

- Your child spends large amounts of time online, especially at night.
- You find pornography on your child's computer.
- Your child receives phone calls from men you don't know, or is making calls, sometimes long distance, to numbers you don't recognize.
- Your child receives mail, gifts, or packages from someone you don't know.
- Your child turns the computer monitor off or quickly changes the screen on the monitor when you come into the room.
- Your child becomes withdrawn from the family.
- Your child is using an online account belonging to someone else.

Source: U.S. Department of Justice, Federal Bureau of Investigation

What are the causes of child abuse?

Why would someone abuse a defenseless child? What kind of person abuses a child? Not all child abuse is deliberate or intended. Several factors in a person's life may combine to cause them to abuse a child:

- Stress, including the stress of caring for children, or the stress of caring for a child with a disability, special needs, or difficult behaviors.
- Lack of nurturing qualities necessary for caring for a child.
- Difficulty controlling anger.
- · Personal history of being abused.
- · Isolation from the family or community.
- Physical or mental health problems, such as depression and anxiety.
- · Alcohol or drug abuse.
- Personal problems such as marital conflict, unemployment, or financial difficulties.

No one has been able to predict which of these factors will cause someone to abuse a child. A significant factor is that abuse tends to be **intergenerational** – those who were abused as children are more likely to repeat the act when they become parents or caretakers.

In addition, many forms of child abuse arise from ignorance, isolation, or benign neglect. Sometimes a cultural tradition leads to abuse. For example, such beliefs as:

- Children are property.
- Parents (especially males) have the right to control their children in any way they wish.
- Children need to be toughened up to face the hardships of life.
- Girls need to be genitally mutilated to assure virginity and later marriage.

What are the results of child abuse?

Child abuse can have dire consequences, during both childhood and adulthood. The effects of being abused as a child vary according to the severity of the abuse and the surrounding environment of the child. If the family or school environment is nurturing and supportive, the child will probably have a healthier outcome.

Negative Consequences of Child Abuse

Emotional Effects

- Low self-esteem
- Depression and anxiety
- Eating disorders
- Relationship difficulties
- Alienation and withdrawal
- Personality disorders

Physical Effects

- Injury
- Death
- Lifelong health problems
- Cognitive difficulties

Behavioral Effects

- · Problems in school and work
- Delinquency
- Teen pregnancy
- Suicide attempts
- · Criminal or antisocial behavior
- Substance abuse
- Aggressive behavior
- Spousal and child abuse

How can I get help for child abuse?

If you are in an emergency situation, call 911.

To get help in the U.S., call the Childhelp National Child Abuse Hotline **1-800-4-A-CHILD** or the Florida Abuse Registry at **1-800-96-ABUSE**

How do I report suspected child abuse?

To report suspected child abuse, call the <u>Childhelp National Child Abuse Hotline</u>: **1-800-4-A-CHILD** (**1-800-422-4453**) or the Florida Abuse Registry at **1-800-96-ABUSE**

Know that:

- The child abuse will be confirmed before the child is removed from the home. The authorities will investigate, and if your suspicions of abuse are correct, the child will then be removed from the home and placed in safe care.
- **Reporting is anonymous**. In most states, you do not have to give your name when you report child abuse. The child abuser cannot find out who made the report of child abuse.

Remember that suspected child abuse is sufficient reason to make a report to authorities. You do not need proof. Your call may save the life of a child.

How can child abuse be prevented or stopped?

Child abuse tends to be cyclical, repeated generation after generation. A child who has experienced the trauma of child abuse may repeat the pattern by growing into an adult who delivers abuse to the next generation. The only way to stop such a cycle is to work with parents, prospective parents, and other caregivers who seek help or who are referred for help.

Mental health professionals and others can prevent child abuse by:

- Establishing educational programs to teach caregivers good parenting and coping skills.
- Making people aware of alternatives to abusive behaviors so that they seek help for their own abusive tendencies.
- Educating the public about abuse so that people report abuse early enough for intervention.
- Establishing relationships of trust with children so that they feel comfortable disclosing abuse. Then someone can intervene early on.

Telephone hotlines and online help

Help That You Need Helpline for victims and perpetrators of child abuse; information, literature, and referrals Agencies to call to report suspected child abuse. Organized by state within the U.S. Telephone hotlines, particularly for sexual child abuse, for missing or abducted children, for rape and incest, and for runaway and homeless children and their families

Helpline and suggestions for coping with a crying 1-877-6-END-SBS baby
Helpline for teens who are having problems at 1-800-RUNAWAY home

Websites

Child Abuse and Neglect

www.childwelfare.gov/can

Resources and information from the Child Welfare Information Gateway website about child maltreatment, including definitions, signs and symptoms, statistics, types, risk and protective factors, impact, and child fatalities.

Preventing Child Abuse and Neglect

www.childwelfare.gov/preventing

Resources and information from the Child Welfare Information Gateway website.

Twelve Alternatives to Lashing Out at Your Child

The next time everyday pressures build up to the point where you feel like lashing out STOF Try any of these simple alternatives. You'll feel better and so will your child.				
☐ Take a deep breath and another. Then remember you are the adult.				
☐ Close your eyes and imagine you're hearing what your child is about to hear.				
☐ Press your lips together and count to 10 or better yet, to 20.				
\Box Put your child in a time-out chair (remember this rule: one time-out minute for each year of age.)				
☐ Put yourself in a time-out chair. Think about why you are angry: is it your child, or is your child simply a convenient target for your anger?				
☐ Phone a friend.				
☐ If someone can watch the children, go outside and take a walk.				
☐ Take a hot bath or splash cold water on your face.				
□ Hug a pillow.				
☐ Turn on some music. Maybe even sing along.				
☐ Pick up a pencil and write down as many helpful words as you can think of. Save the list.				
□ Call for prevention information: 1-800-CHILDREN				

Prevent Child Abuse America

200 South Michigan Avenue 17th Floor Chicago, Illinois 60604.2404 312.663.3520 tel 312.939.8962 fax www.preventchildabuse.org

Signs and Symptoms of Substance Abuse

Here are some signs and symptoms to look out for if you are concerned about the possibility of a loved one being involved with substance abuse of any kind. Different drugs produce different effects resulting in slight variations in outward indications. Some signs and symptoms are specific to opiates and narcotics and distinct from those experienced with Central Nervous Stimulants like Cocaine or depressants like alcohol.

The National Library of Medicine documents these telltale signs in drug-taking children that should alert parents:

- * Change in friends.
- * Hanging out with a new group.
- * Seclusive behavior long periods spent in self imposed isolation.
- * Long, unexplained absences.
- * Lying and stealing.
- * Involvement on the wrong side of the law.
- * Deteriorating family relationships.
- * Obvious intoxication, delirious, incoherent or unconscious.
- * Changes in behavior and attitude.
- * Decrease in school performance.

Always remember that any one of the above signs may not be enough to indicate substance abuse but should be enough to suggest that there may be a problem.

There are several other signs and symptoms that relate more specifically to the mental and physiological effects of substance abuse.

An obvious sign of opiate and narcotic abuse is the tracks of needle marks normally found on the upper arms of users. These needle marks often turn into skin abscesses that may leave visible scars. People who use this type of drug often cover up their arms even when the weather suggests more appropriate wear.

Opiate and narcotic abusers will experience an accelerated heart rate, constricted pinpoint pupils and a relaxed or euphoric state that may lead to a dangerous level of respiratory depression resulting in coma or death.

Other signs and symptoms of drug abuse are dilated pupils, restlessness, hyperactivity, euphoria, slurred speech, disabled co-ordination, decreased attention span and impaired judgment.

Source: Government information from The National Library of Medicine in the Public Domain.

What are the Warning Signs of Mental Illness?

In an adult:

A person with one or more of the following symptoms should be evaluated by a psychiatrist or other physician as soon as possible:

- Marked personality change
- Inability to cope with problems and daily activities
- Strange or grandiose ideas.
- Excessive anxieties.
- Prolonged depression and apathy.
- Marked changes in eating or sleeping patterns.
- Extreme highs and lows.
- Abuse of alcohol or drugs.
- Excessive anger, hostility, or violent behavior.

A person who is thinking or talking about suicide

In a child:

Having only one or two of the problems listed below is not necessarily cause for alarm. They may simply indicate that a practical solution is called for, such as more consistent discipline or a visit with the child's teachers or guidance counselor to see whether there is anything out of the ordinary going on at school. A combination of symptoms, however, is a signal for professional intervention.

- The child seems overwhelmed and troubled by his or her feelings, unable to cope with them.
- The child cries a lot.
- The child frequently asks or hints for help.
- The child seems constantly preoccupied, worried, anxious, and intense. Some children develop a fear of a variety of things--rain, barking dogs, burglars, their parents' getting killed when out of sight, and so on-while other children simply wear their anxiety on their faces.
- The child has fears or phobias that are unreasonable or interfere with normal activities.
- The child can't seem to concentrate on schoolwork and other age-appropriate tasks.
- The child's school performance declines and doesn't pick up again.
- The child's teachers, school administrators, or other authority figures in the child's life ask the parent what might be troubling the child.
- The child is having difficulty mastering school work.
- Teachers suggest that the child may have a learning disability or other type of school-related problem.
- The child loses interest in playing.
- The child tries to stimulate himself or herself in various ways. Examples of this kind of behavior include
 excessive thumb sucking or hair pulling, rocking of the body, head banging to the point of hurting himself,
 and masturbating often or in public.
- The child has no friends and gets into fights with other youngsters. Teachers or others may report that "this is a very angry or disruptive kid."
- The child isolates himself or herself from other people.
- The child regularly talks about death and dying.
- The child appears to have low self-esteem and little self-confidence. Over and over the child may make such comments as: "I can't do anything right." "I'm so stupid." "I don't see why anyone would love me." "I know you [or someone else] hates me." "Nobody likes me." "I'm ugly. . . too big. . . too small. . . too fat. . . too skinny. . . too tall. . . too short, etc."
- Sleep difficulties don't appear to be resolving. They include refusing to be separated from one or both parents at bedtime, inability to sleep, sleeping too much, sleeping on the parent's or parents' bed, nightmares, and night terrors.
- The child begins to act in a provocatively sexual manner. This is more common in girls as they approach puberty and thereafter, but even much younger girls may flirt with men in sexually suggestive ways.

• The child sets fires.

Some symptoms or reactions are so serious that a pediatrician or a psychiatrist should be consulted immediately:

- The child talks about suicide. Children don't talk idly about suicide to get attention. Once they have begun to talk about it, they also may have begun to plan a way to do it.
- The child appears to be accident prone. In younger children a succession of accidents can become the equivalent of suicide attempts.
- The child mutilates himself in some way--cutting or scarring himself, pulling out his hair, or biting fingernails
 until nail beds bleed.
- The child mutilates or kills animals.
- The child's eating habits change to the point that his weight is affected. This can be caused by either overeating or under-eating.
- The child adopts ritualistic behaviors. This is indicative of obsessive-compulsive disorder. A child may have to line up her toys in a certain way every night, for example, or get ready for bed following a routine that never varies. If she forgets one item in the routine, she must start all over again.
- The child beats up others--another child, a parent, or other adult.
- The child is using alcohol or other drugs.

The child is sexually active or on the verge of becoming so. Again, this is rare in children 12 and under but certainly not unheard of, especially since there is great pressure on kids today to become sexually active at progressively earlier ages. When children are depressed or their self-esteem is low, they may be more vulnerable to that pressure. Also, if they are still hurting from feelings of rejection and loneliness related to the divorce, they may be searching for love and affection and have a need to prove their lovability.

All information on HealthyMinds.org is © of the American Psychiatric Association

Child Safety

Safety is your parents and your number one priority. These links below take you to different areas on how to keep out of harm's way.

Government Sites

*Are you a Safe Cyber Surfer? - (Federal Trade Commission) - Follow these tips and learn how to stay safe on the Internet.

BAM! - (Centers for Disease Control & Prevention) Learn about yummy foods that are good for you. Play in the game room and take the BAM challenge quiz. Find out ways to make your body and mind healthier, stronger, and safer.

Bikes and Wheel Sport Safety Kids Page - (NYS Department of Motor Vehicles) - Bike riding and skating along the side of the road is dangerous. Go to this useful website to learn about equipment, helmets, traffic signs and signals. Play the jigsaw safety puzzle!

Bureau of Alcohol, Tobacco, Firearms and Explosives' Kids Page - (Bureau of Alcohol, Tobacco, Firearms and Explosives) - This agency helps protect the public and reduce crime. Learn about the famous FBI agent Eliot Ness and how dogs are used in bomb detection.

California - Department of Transportation Kids Page - (California Department of Transportation) -Caltrans has put together some fun games and great information. Play games like Find the Potholes, Travel Bingo, Trivia Quiz and more.

*Chemicals Around Your House - (Environment Protection Agency) - What should people always do before they even buy a household product? Take the test and find out how you rate!

- FBI Kids Page Internet Safety (Department of Justice) Take a field trip and learn about safety on the Internet. Find out what FBI working dogs do and try your hand at a safety tip crossword puzzle.
- FBI's Safety Tips (Federal Bureau of Investigation) This site provides some important safety tips about the Internet, talking to strangers, and guns.
- **FDA Kids' Page** (Food and Drug Administration) Visit this fun site and learn all about animal care, take a food safety guiz, inspect a warehouse and check out more kids links!
- Federal Bureau of Investigation's Kids and Youth Educational Page (Grades 6 12) (Federal Bureau of Investigation) Think you might want to be an FBI agent when you grow up? Get information about a special FBI junior agent program at this site.
- FEMA for Kids (Federal Emergency Management Agency) Meet Herman, the spokescrab at this fun site. Read his story about his hunt for a disaster-proof shell. Learn how to prepare for and prevent disasters by taking action now! Play games, take quizzes, read stories and more.
- **Food Safety** Want to learn more about food safety? Crossword puzzles, word scrambles, quizzes, and careers in food safety are just some of the things you'll find when you visit this fantastic website!
- For Kids Only (Department of Health and Human Services) The National Clearinghouse for Alcohol and Drug Information advises - be smart - don't start! Learn the facts on just saying no to alcohol, tobacco and other drugs.
- Get It Straight The Facts About Drugs (Drug Enforcement Administration) Learn about the types of drugs and the effects they can have on your body. This site also provides lots of fun guizzes and activities.
- healthfinder (Department of Health and Human Services) Fun way to learn about health and safety issues. Play games, enter an art contest, learn safe surfing tips, and more at this cool site!
- Indian Health Service Kids Page (Department of Health and Human Services) Visit Indian Country with canine celebs McGruff and Scruff at the Indian Health Service's kid's page.
- **Kidd Safety** (Consumer Product Safety Commission) Meet Kidd Safety and all of his pals. Explore and play all of the challenging safety games.
- **Kids and Bicycle Safety** (Department of Transportation) Bicycle riding is fun, healthy, and a great way to be independent. But it is important to remember that a bicycle is not a toy; it's a vehicle! Be cool and follow some basic safety tips when you ride.
- **Kidz Privacy** (Federal Trade Commission) Do you want to know about surfing, privacy and your personal information on the internet? Take a look at this site to find out.
- Learn About Chemicals Around Your House (U.S. Environmental Protection Agency) Want to learn more about the chemicals around your home? Then check out this cool site to learn about toxic substances, household products, and what to do in case of accidents. Try your hand at puzzles and take a house tour.
- Mine Safety and Health Administration Look here for information about the dangers of playing near or in mines.
- News You Can Use (Department of Health and Human Services)- The news can be full of stories about bad things like tornadoes, hurricanes, disease threats, bombings, kidnappings, and war. This doesn't mean these things are happening all the time. So how to make sense of it? Visit this useful site to learn tips on understanding just what it all really means, having an emergency plan, and creating an emergency supply kit.
- **NOAA Education Primarily For Students Page (National Oceanic and Atmospheric Administration) Learn about the earth in a fun and informative way. These sites can be found on the pages for Weather, Climate Change and Our Planet, Oceans and Coasts, and Satellites and Space.
- *NOAA for Kids (National Oceanic and Atmospheric Administration) Natural hazards such as earthquakes, tsunamis, and volcanoes affect both sea and land. Take quizzes on thunderstorms, tornadoes, hurricanes, floods, winter storms and others. Learn more about weather safety and setting up a family disaster plan.
- *Protecting Working Teens (Department of Labor) This site provides information on where teens work/how they are hurt, safety protections for working teens, and work safe this summer initiative.
- *Public Transportation Safety Kids Page (New York's Department of Motor Vehicles) Whether you take a

school bus to school, or take public transportation - a public bus or the subway, there are some safety rules you should follow.

- Ready Kids (Department of Homeland Security) At this fun website, you can learn to create a safety plan with your family. Play the hidden treasures activity game, do crossword puzzles, create a safety kit, and meet the mountain lion family who are prepared for any situation.
- **School Bus and School Zone Safety Kids Page** (New York's Department of Motor Vehicles) Learn about being safe at a crosswalk in a school zone, behavior on a school bus and much more.
- **Sewage In Your Face** (City of San Diego) Sewage in Your Face! is a laugh-out-loud exploration of wastewater treatment. In this virtual science classroom, we give kids the opportunity to be a plumber and take a treatment plant tour; all while learning about the importance of a clean and healthy environment.
- Social Networking Sites: Safety Tips for Tweens and Teens (Federal Trade Commission) Learn what NOT to post about yourself online. Lots of people could see your information, some of whom could be dangerous! Learn safety tips for your protection.
- Teen Workers (Occupational Health and Safety Administration) Work experience can be a great benefit to you and your employer! But there are hazards. Visit this cool site to learn about the safety hazards of various jobs and to find out about your rights and responsibilities.
- **ToxMystery** Join Toxie and discover all of the hazards in his house.
- Traffic Safety Kids Page (New York's Department of Motor Vehicles) This is a great website that has tips and safety instructions when you ride your bike, go inline skating, and walking to school.
- Tsunami: Your Questions Answered. Your Safety (Department of Health and Human Services) Visit this cool site to learn about Tsunamis giant sea waves.
- **USFA Kids Page** (U.S. Fire Administration) This website is full of fire safety tips. Learn about home fire safety, smoke alarms, and how to escape from a fire. Play fun games crossword puzzles, word search, and coloring pages. Learn how to become a Jr. Fire Marshall.
- **table 1** Learn about Utah roads and how to stay safe around them, play games, or submit a question to one of our engineers.
- **Moodsy Owl** Meet Woodsy the Owl at this fun website. He will show you how to care for nature-even in the city. Go on Woodsy's World Scavenger Hunt!

Organization Sites

- *****CodeRedRover.org Visit this cool site to learn about home safety and health. Meet Rover, the home safety hound and get ready to become a safety ranger.
- Farm Safety 4 Just Kids Learn farm safety at this fun website. Meet Cawshus the crow, who will teach you how to be safe on the farm, play games and take a farm safety quiz.
- For Kids Only Be Smart Don't Start Provides information on how to start anti-drug campaigns at your school, how to help a friend or loved one with a drug problem, and tips on how to just say no.
- ★Internet Super Heroes Most of us know bullies. They hurt others to make themselves look bigger and tougher. Cyberbullies do the same kind of thing on the Internet. Super Heroes are ready to help you get rid of your bully. They'll guide you every step of the way!
- **mcGruff.Org** This site provides puzzles, tips, and stories to help children to learn important safety lessons.
- Net Smartz Kids Do you like to surf the net? Learn how to be safe and have fun while surfing the World Wide Web. Lots of games, too!
- **Operation Lifesaver for Kids** This fun website teaches you how to avoid accidents at highway-rail grade crossings and on railroad rights of way. It also has activity pages, an art gallery, and you can take a trip to Safetyvil.
- Sparky the Fire Dog Sparky is here to teach you and your family how to stop fires from happening. Learn about the different parts of a fire truck, print a Home Safety Checklist and play fun arcade games.
- *Staying Safe in the Car and on the Bus Sparky is here to teach you and your family how to stop fires from happening. Learn about the different parts of a fire truck, print a Home Safety Checklist and play fun arcade

games.

Steering Your Way To Bicycle Safety - Before you pull your bike out of the garage, read a little about bicycle safety - why it's so important and what you can do to ride safely.

Teens, Crime, and the Community - Here's a cool site that gives great tips on keeping you and your community safe.

Education Sites

*Floodplains - Learn about floodplains, what happens during a flood and what you can do to prepare for such an event.

Police Notebook - Kid Safety - Visit this cool site to view a slide show on how to be safe in many situations. Learn about crime prevention, personal safety, internet safety, and more.

Commercial Sites

*Boating Sidekicks - At this cool site you can play go fish, take a fish I.Q. quiz and learn all about boats.

Disney's Surf Swell Island - Follow Mickey and friends in his "Adventures in Internet Safety"; explore around the island to learn about privacy issues, online manners, viruses, and more.

Smog City - Visit this website and take the smog city visitors' tour guide. Learn about ozone, the air quality index, and what you can do to prevent air pollution.

★Smokey the Bear - Smokey Kids - Join Smokey for some forest and campfire fun. And, along the way, discover Smokey's rules for forest fire safety and prevention.

Service Site Name & Address	Fax Number
Biscayne Service Center 225 NE 34 th Street, Ste. 102	(305)571-4131

ACCESS FLORIDA INFORMATION LINE

1-866-76ACCESS or 1-866-762-2237

A new telephone system is now available to better serve you. The ACCESS Florida Information Line will allow you to get information from an automated response service - 24 hours a day, 7 days a week.

You can:

Get the status of your application or case.

Get a list of the items you still need to return.

Get the date and time of a scheduled appointment.

Get general information.

To get case and application information, the social security number and date of birth of the person who applied is needed. Please listen to the messages carefully until you become comfortable using the new system.

If you have additional questions or need to report a change in your household circumstances, you may speak to a customer call center representative during regular business hours.

1-866-76ACCESS or 1-866-762-2237

Customer Centers

Miami, FL 33137	
Caleb Service Center 5400 NW 22 nd Avenue Miami, FL 33142	(305)636-2463
Central 1490 NW 27 th Avenue Miami, FL 33125	(305)637-2485
Coconut Grove Service Center 3750 S. Dixie Hwy. Miami, FL 33133	(305)442-6816
Miami Beach Service Center 945 Pennsylvania Avenue Suite 300 Miami Beach, FL 33139	(305)535-5429
North Central 7900 NE 2 nd Avenue Miami, FL 33138	(305)795-2038
Opa-Locka Service Center 200 Opa-Locka Boulevard Opa Locka, FL 33054	(305)654-7111

General Information about Food Stamps and SUNCAP

The Food Stamp Program helps low-income households to buy nutritious food. A food stamp household is normally a group of people who live together and buy food and prepare meals together. If your household passes the Food Stamp Program's eligibility rules, the amount of food stamp benefits you get will depend on the number of people in your household and how much monthly income is left after certain expenses are deducted.

Eligibility Requirements

Individuals must meet all factors of eligibility to get food stamp benefits. Some of the factors of eligibility are:

Identity - A person must show proof that they are the person as claimed.

Work Rules - Able-bodied adults, 18 to 50 years of age, who do not have dependent children, can only get food stamps in 3 months in a 3-year period, if they are not working or participating in a work or workfare program, at least 20 hours per week.

Income and Deductions - Households must have monthly gross income less than or equal to 130% of the federal poverty level and net income less than or equal to 100% of the federal poverty level. Households containing individuals, age 60 or older or disabled must only meet the net monthly income limit. Some household expenses may be subtracted from the monthly income in the food stamp budget. Deductions are given for shelter expenses, child-care, medical, child support, and earnings.

Other Eligibility Requirements:

An individual must live in the state of Florida.

An individual must be a U.S. citizen or an individual who has a qualified non-citizen status.

Individuals must provide the number from the Social Security Administration or proof that application has been submitted for the number.

Certain individuals are required to cooperate with the state's child support enforcement agency to establish paternity and obtain child support.

Households may have up to \$2000 in assets (ex. Bank accounts and property, but not the home you live in or cars worth less than \$8500) or if at least one person is age 60 or older or disabled, their household may have up to \$3000 in assets.

Causes of Ineligibility

Individuals that are convicted of drug trafficking, fleeing felons, intentional program violators, ineligible non-citizens, and some students in institutions of higher education are not eligible for food stamps.

Service

Food Stamp Purchases

Food stamp benefits can only be used for food and for plants and seeds to grow food for your household to eat. Food stamp benefits cannot be used to buy:

Any nonfood item, such as pet foods; soaps, paper products, and household supplies; grooming items, toothpaste, and cosmetics

Alcoholic beverages and tobacco Vitamins and medicines Any food that will be eaten in the store Hot foods

SUNCAP

The SUNCAP Program is a special Food Stamp Program for individuals who receive Supplemental Security Income (SSI). You may be eligible to receive food stamps through the SUNCAP Program without any additional application, paperwork or interviews. If you already receive foods stamps, you may be converted automatically to the SUNCAP Program when you become SSI eligible. If your food stamp benefits will decrease as a result of SUNCAP, you may choose to continue receiving your food stamps under the regular Food Stamp Program.

Social Security Disability Benefits Information

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. Federal law requires this very strict definition of disability. While some programs give money to people with partial disability or short-term disability, Social Security does not.

Certain family members of disabled workers also can receive money from Social Security. This is explained in "Family benefits."

How do I meet the earnings requirement for disability benefits?

In general, to get disability benefits, you must meet two different earnings tests:

- 1. A "recent work" test based on your age at the time you became disabled; and
- 2. A "duration of work" test to show that you worked long enough under Social Security.

Certain blind workers have to meet only the "duration of work" test.

The table below shows the rules for how much work you need for the "recent work" test based on your age when your disability began. The rules in this table are based on the *calendar quarter* in which you turned or will turn a certain age.

The calendar quarters are:

First Quarter: January 1 through March 31 Second Quarter: April 1 through June 30 Third Quarter: July 1 through September 30 Fourth Quarter: October 1 through December 31

Rules for work needed for the "recent work test"

If you become disabled...

In or before the quarter you turn age 24

In the quarter after you turn age 24 but before the quarter you turn age 31

Then you generally need:

1.5 years of work during the three-year period ending with the quarter your disability began.

Work during half the time for the period beginning with the quarter after you turned 21 and ending with

the quarter you became disabled.

Example: If you become disabled in the quarter you turned age 27, then you would need three years of work out of the 6-year period ending with the quarter you became disabled.

Work during 5 years out of the 10-year period ending with the quarter your disability began.

In the quarter you turn age 31 or later

Individuals with Disabilities Education Act

The Individuals with Disabilities Education Act (IDEA) (formerly called P.L. 94-142 or the Education for all Handicapped Children Act of 1975) requires public schools to make available to all eligible children with disabilities a free appropriate public education in the least restrictive environment appropriate to their individual needs.

IDEA requires public school systems to develop appropriate Individualized Education Programs (IEP's) for each child. The specific special education and related services outlined in each IEP reflect the individualized needs of each student.

IDEA also mandates that particular procedures be followed in the development of the IEP. Each student's IEP must be developed by a team of knowledgeable persons and must be at least reviewed annually. The team includes the child's teacher; the parents, subject to certain limited exceptions; the child, if determined appropriate; an agency representative who is qualified to provide or supervise the provision of special education; and other individuals at the parents' or agency's discretion.

If parents disagree with the proposed IEP, they can request a due process hearing and a review from the State educational agency if applicable in that state. They also can appeal the State agency's decision to State or Federal court. For more information, contact:

Office of Special Education and Rehabilitative Services U.S. Department of Education 400 Maryland Avenue, S.W. Washington, D.C. 20202-7100 www.ed.gov/about/offices/list/osers/osep (202) 245-7468 (voice/TTY)

Rehabilitation Act

The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors. The standards for determining employment discrimination under the Rehabilitation **Section 504**

Section 504 states that "no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service.

Each Federal agency has its own set of section 504 regulations that apply to its own programs. Agencies that provide Federal financial assistance also have section 504 regulations covering entities that receive Federal aid. Requirements common to these regulations include reasonable accommodation for employees with disabilities; program accessibility; effective communication with people who have hearing or vision disabilities; and accessible new construction and alterations. Each agency is responsible for enforcing its own regulations. Section 504 may also be enforced through private lawsuits. It is not necessary to file a complaint with a Federal agency or to receive a "right-to-sue" letter before going to court.

For information on how to file 504 complaints with the appropriate agency, contact: U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Disability Rights Section - NYAV
Washington, D.C. 20530
www.ada.gov

(800) 514-0301 (voice) (800) 514-0383 (TTY)

Obtaining a Free Credit Report

The Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies — Equifax, Experian, and TransUnion — to provide you with a free copy of your credit report, at your request, once every 12 months. The Federal Trade Commission (FTC), the nation's consumer protection agency, has prepared a brochure, <u>Your Access to Free Credit Reports</u>, explaining your rights under the FCRA and how to order a free annual credit report.

A credit report includes information on where you live, how you pay your bills, and whether you've been sued, arrested, or filed for bankruptcy. Nationwide consumer reporting companies sell the information in your report to creditors, insurers, employers, and other businesses that use it to evaluate your applications for credit, insurance, employment, or renting a home.

How do I order my free report?

You can order your free annual credit report online at <u>annualcreditreport.com</u>, by calling 1-877-322-8228, or by completing the <u>Annual Credit Report Request Form</u> and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

When you order, you need to provide your name, address, Social Security number, and date of birth. To verify your identity, you may need to provide some information that only you would know, like the amount of your monthly mortgage payment.

A Warning About "Imposter" Sites

The FTC advises consumers who order their free annual credit reports online to be sure to correctly spell **annualcreditreport.com**, or link to it from the FTC's website to avoid being misdirected to other websites that offer supposedly free reports, but only with the purchase of other products. While consumers may be offered additional products or services while on the authorized website, they are not required to make a purchase to receive their free annual credit reports.

How to Answer Your Own Eviction Case

by Legal Services of Greater Miami, Inc.

I. Introduction

You are being evicted. You use the word and you hear others use it, but what does it mean? Well, eviction is a legal way a landlord gets back possession of the apartment. Some of you may rent a duplex, a house, a condo or rent a trailer. What is in this handout applies to all of you. However, we will use the word apartment as a convenience because it is easier. If you own a mobile home but rent a lot, and the landlord is trying to evict you and your mobile home, see the end of this handout for special information on your case.

To start an eviction, usually the landlord has to give you some kind of written notice. If you do not do what the notice requests, or you do not leave, then the landlord files an eviction lawsuit against you in County Court. You get to respond to the eviction by filing with the court a paper called an answer. Then you have a final hearing before a judge and you tell the judge what you put in your answer. The purpose of this handout is to help you prepare your own answer.

NOTE: If you do not pay the rent or you do not move when asked to by the landlord, your landlord cannot change the locks, turn off the utilities, or do anything else which forces you to move out This is called an illegal eviction or a "prohibited practice" and is a violation of the Landlord/Tenant Act. It can make your landlord liable to you for three times your rent, or actual damages, whichever is higher, and attorney's fees and costs. Each time the landlord commits a prohibited act, it is a separate violation. For instance, if your landlord turns off your water one day, and then turns it on, and three days later changes your locks, that is two separate violations which you can sue for. Turning off the water makes the landlord liable for three times the rent and changing the locks makes the landlord liable for an additional three times your rent amount.

If your landlord does any of these prohibited acts, you should see an attorney about obtaining an injunction to order the landlord to turn on the utilities or let you back in the apartment. If you don't want to move back in but want to sue for damages, you can file a lawsuit yourself in Small Claims Court if you are suing for less than \$5,000.00.

Only a judge can order that you leave. The way the landlord asks the judge to do that, as we said, is to file an eviction lawsuit in County Court. You get a copy of the eviction lawsuit and you get to answer it, or in other words, tell the judge why you should not be evicted.

II. Reasons why you can be evicted

In Florida there are certain reasons why you can be evicted: you did not pay your rent, you violated a lease provision, you were given a proper notice to leave and you did not, or your written lease expired and you did not move. We will go over each one of these reasons separately and we'll tell you what to look for so you know what to put in your answer.

A. Non Payment of Rent

If you are being evicted for not paying rent, your defenses will depend on what class of tenant you are. If you are a private tenant and have a written lease, you need to read your lease to see how much time you are allowed to pay rent when you are given a written notice to pay rent. If it is not in your lease, or you have no written lease, then you must receive a written Three Day Notice to Pay Rent.

The Three Day Notice has to say the amount of rent that is owed and say that you must pay the rent within three (3) days or give up the apartment. The Notice also has to say the date of the third day which rent is due, and it also has to say that Saturdays, Sundays and holidays are excluded from counting the three days. The day you get the Notice does not count, the next day is day one.

For instance, if you get a Three Day Notice to Pay Rent on Tuesday, Wednesday would be day one, Thursday day two, and Friday day three. Your rent is due Friday. Or if you get a Notice to Pay Rent on Thursday, Friday is day one, Saturday and Sunday do not count, Monday is day two, and Tuesday is day three, the day your rent is due.

In most circumstances, the Notice can only ask for rent, not late charges or repair charges.

If you did not get this Notice, or the Notice didn't have all that it's supposed to have, that may be a defense to your eviction for nonpayment of rent. Of course payment of rent is always a defense to an eviction for nonpayment of rent.

If you are in **public housing** and are being evicted for not paying rent then the requirement is different for you. You must get a Fourteen (14) Day Notice to Pay Rent. The Notice must:

- -- state the amount of rent you owe;
- -- give the date by which you must pay rent or move out;
- -- advise you of your right to a grievance hearing if you dispute what is in the Notice; and
- -- advise you that you can examine any documents which the public housing authority has which relates to your eviction.

If you live in **Section 8 or other government subsidized housing**, you have to look at your lease to see the amount of time you have to pay rent when you receive the Notice to Pay Rent. Usually a copy of the lease should be attached to the eviction papers.

Maybe you didn't pay rent because you are trying to force the landlord to make repairs. You can do that but first you have to send the landlord a written notice 7 days before the rent is due, stating the problems with the apartment and that you will not pay rent until the repairs are made. Then you have to save the rent. If you didn't give the 7 day written notice, then in an eviction for nonpayment of rent the judge may say that you had no right to withhold the rent.

B. Breach of Lease or Violation of Rules and Regulations

Maybe you are being evicted because the landlord says you broke the lease, violated some apartment rules, or mobile home park rule, or you are engaging in some behavior that violates county ordinances or is a threat to the health, safety and welfare of the other tenants.

If you are a **private tenant** renting from a private landlord and you have a written lease, you should first check in your lease to see how long it says you have to correct a violation of the lease of a violation of rules and regulations. If you do not have a written lease, then under Florida law, the landlord has to give you at least 7 days written notice of the problem.

The purpose of giving you the notice is so that you can stop doing what is being complained of. In legal terms, this is called "to cure". You cure by stopping the behavior that the landlord says you are doing and which is a violation of your lease or other rules. For instance, you get a notice saying that your disabled truck parked in the parking lot is a violation of the rules and regulations. You move the truck, you have "cured".

Sometimes you haven't done what is complained of in the notice, or you have done it but you don't think it is a violation or you have stopped doing whatever it was that is complained of. That can be a defense. Also, the notice has to be specific. It cannot say you have violated Section 12 of the lease or you have violated park rule #3. It has to be specific and say how you violated the rule.

If you live in **public housing** and what you or someone in your household is accused of actions that are a threat to the health and safety of other residents, then you must be given a 7 day notice telling you that your lease is terminated. You have the right to a grievance panel hearing about the public housing authority's decision to terminate your rental agreement, except if they are terminating your rental agreement because of criminal or drug activity.

If you live in public housing and what you or someone in your household is accused of is not a threat to the health and safety of other residents, then the public housing authority has to give you a **30 day notice** telling you to stop the behavior, or they will terminate the rental agreement.

If you live in **Section 8 housing or other government subsidized housing,** once again, you have to look at your lease to see how much time you are entitled to cure.

C. Termination of Rental Agreement

Finally, you can be evicted because the agreement you made with the landlord to live in the apartment has been terminated or ended. If you are a private tenant and you have a lease, this means that the lease has expired and you have continued to stay on in the apartment and you and the landlord has not made any subsequent agreements.

If you are a **private tenant** renting from a private landlord and you have no lease, then the landlord has to give you written notice to make you move. The amount of notice depends on how often you pay your rent. If you pay rent weekly, you have to get the written notice 7 days before the rent is due. If you pay your rent monthly, you have to get the written notice 15 days before the rent is due.

Miami Beach has a special law that requires landlords to give tenants 30 days written notice if the tenant has an oral month to month agreement, or has a written lease without specific duration where they pay rent every month.

In Florida, if you live in private housing with no written lease, the landlord can evict you for any reason, as long as it is not discrimination because of race, creed, color, sex, national origin, age, handicap, marital status, HIV status or because you have children. A landlord can evict you just because they don't like you. And it is not a legal defense to say that you are sick with a doctor's note or you have children or you have no place to move.

However, you can say as a defense that the landlord is trying to evict you in retaliation. This is illegal. Retaliation means the landlord tried to raise the rent, or evict you, or is treating you differently, because you complained to a government agency for some reason. For instance, you called the housing inspectors because the toilet was backed up and the landlord wouldn't fix it. Or it could be that the landlord is evicting you because you have asserted your rights as a tenant. For instance, you organized all the tenants in the building to go to the landlord about getting the broken elevator fixed.

If you are in **public housing** you can only be evicted for certain reasons, such as you did not pay your rent or you violated the lease or some rule and regulation. If you are in **Section 8 or other government subsidized housing**, you have to read your lease to see in what circumstances a landlord can refuse to renew your lease or try to evict you.

III. How to write your answer

Inserted in this brochure should be a paper that has the outline for your answer. You need to first write the case number and the names of the parties on the top of the paper. That is called the "style of the case". The landlord is the Plaintiff, you are the Defendant.

Next you need to read the complaint to evict and respond to each of the paragraphs in the complaint. You respond by writing in your answer that you either admit or deny what is in each paragraph. For instance, paragraph (1) one may say you are the tenant. You should admit that if you are the tenant. Another paragraph says you owe rent or broke the lease and if you're saying that is not true, you would deny that paragraph.

After you admit or deny all of the paragraphs, then you write your defenses. For instance you could write, "the landlord is retaliating because I called the housing inspector" or "I offered the landlord the rent on time but he wouldn't take it".

After you write your answer, you sign it, including your name, address, and phone number. The rules of the court require you to send a copy of the answer to the landlord or the landlord's attorney when you file it in court. At the bottom of the sample answer, you will see a section for doing that. You have the right to a jury trial on your eviction. You must write in the answer if you want a jury trial. But that is not a good idea if you are representing yourself, because it can get very complicated.

IV. When and where to file

Your answer is due in court on the 5th day after the eviction complaint was personally served on you or a member of your household, or posted on your door. Five days are counted just like in the Three Day Notice to Pay Rent. You don't count Saturdays, Sundays, and Holidays. The day you are served does not count. The next day would be day 1.

For instance if you are served on a Wednesday, Thursday is day 1, Friday is day 2, Monday day 3, Tuesday day 4 and Wednesday day 5. Your answer would be due in court by 4:00pm on the 5th day.

If you can't remember when you were served with your eviction papers, take out your eviction papers and look at the top page on the papers. That is called a summons. If you look over to the upper right you will see the word "Summons". Also, usually in that same area, the Sheriff has written or stamped the time and date that they served you with this paper. The Summons comes with the eviction papers. The Summons is actually like an order from the court telling you to answer the eviction papers in 5 days.

Besides the courthouse downtown on Flagler Street, there are branch courts. You should file your answer in the branch court where the landlord filed the eviction. You can tell the branch court by the two digit number at the end of the case number. It will say CC 05 or CC 20, etc. The branch court locations are at the end of this handout.

When we talk about filing your answer it simply means to go up to the clerk at the counter at County Court and say "I want to file an answer to an eviction". The clerk will either take your answer or direct you to another clerk who will. Always take the original answer and a copy. The clerk will file the original in your court file and will stamp your copy with a date and the Clerk's stamp. That copy you keep for your records.

Now this is very important. You must pay into the registry of the court the rent that is due or ask the Court in writing as part of your answer, to determine how much rent is due. You must also ask the Court in writing to give you a hearing to determine how much rent should be paid into the court registry. If you are doing this, you would title your answer "Answer, Motion to Determine Rent and Request for Hearing." There is an outline included in this brochure. You must continue to pay the rent as it becomes due into the court registry, while the lawsuit continues.

NOTE: If you fail to pay the rent into the registry of the court or fail to file a written request (motion) to determine the amount of rent due and request for hearing, within (5) days, excluding Saturdays, Sundays and legal holidays after the date you receive the eviction lawsuit, you have waived your defenses other than payment and the landlord automatically wins.

If you do file a motion to determine the amount of rent due, documentation is required to support your argument that the rent that the landlord is seeking is an error. For instance, if you say you paid, then attach a copy of your receipt. If you say you are withholding rent to force repairs, then attach a copy of your rent withholding letter to your landlord.

If you live in **Section 8 or other government subsidized housing**, you are required to deposit only that portion of the rent you are responsible for under your subsidized program.

If you are being evicted for nonpayment of rent and you asked the Court to determine how much rent you owe or you answered that you paid, the Court may hold a hearing to decide how much rent should be posted or may issue an order based on what the Court reads in your answer.

V. Final Hearing or Trial

After you file the answer, the landlord or the landlord's attorney or the court sets the final hearing date. The final hearing, which is actually your trial, will be heard at the same place where you filed your answer.

Before the final hearing you will probably go to "Mediation". This is a meeting between you and the landlord and the landlord's attorney and a mediator. The mediator is not an attorney and is not a judge. The mediator is a person trained to help you and the landlord work out your problem. Mediation means that you try to compromise. You give up a little of what you want and the landlord gives up some of what he wants to make a settlement. You should always try mediation. If you reach an agreement at mediation, then you sign a paper called a "Stipulation" and then the judge signs it too. It is the final order in your case.

If you and the landlord cannot agree then sometimes you may go right to your trial. Trials may be held in the judge's chambers which are like the judge's office. The judge sits at the head of a table at a desk. You and the landlord's attorney and the landlord sit on either side of another table extending out from the judges desk. Other times the trials are held in the courtroom.

The landlord goes first and presents his case. You can question the landlord and his witnesses. This is called cross examination. Then when the landlord is done you present your case. You can have witnesses too. The landlord or his attorney can question you and your witnesses.

The judge then decides. If the judge rules for you, there is no eviction. However, sometimes the judge may put conditions in the ruling. Make sure you understand them before you leave.

If you lose the Court hearing or if you did not answer the lawsuit in the first place, the Court will enter a final judgment of eviction. If you do not move out the Court will tell the Sheriff's Office to move you and your family and everything you own out of the place where you are living.

The notice that the Sheriff gives you is called **Writ of Possession.** It gives you 24 hours notice to move out. If have not moved out by the time the Sheriff comes back, the landlord or the landlord's agent may remove any property of yours to the property line. They can do this whether you are home or not, have children, or are sick.

If you lose the eviction, you have 30 days to appeal. If you lose and the landlord has an attorney, the judge can make you pay the landlord's attorney fees and the landlord's costs. If the landlord had no attorney, you can still be ordered to pay the landlord's costs.

The law on evictions is found in Chapter 83 of the Florida Statues, Part 11.

VI. Mobile Home Owners

If you own a mobile home owner in a mobile home park with 10 or more lots rented, and the landlord is trying to evict you from the mobile home park, some special laws apply to you.

If you are being evicted for nonpayment of lot rental, then the mobile home park owner must send you a written demand by certified or registered mail, return receipt requested, giving you 5 days in which to pay the rent. The same notice must also be posted on your mobile home. If you are able to pay the rent within 5 days you should do so. If you are unable to, and the landlord files an eviction in Court, the law says that the landlord should accept the rent from you, along with late charges, as long as you pay court costs and attorney fees.

However, you can only do this twice. The third time your case goes to court because of nonpayment of rent, the landlord does not have to offer you a chance to pay the rent, late fees, attorney's fees and costs to avoid the eviction.

When you own your mobile home and rent the lot, in most instances you have to get two notices of any violation of your lease or park rules. The first notice has to be given to you within thirty (30) days after you violate the lease or rule or regulation and it has to give you seven (7) days to cure. Only after you violate the same rule or regulation or your lease a second time within the same year, can the landlord file an eviction.

If you are accused of any actions that endanger the life, health, safety or property of the park residents, then the park owner has to give you a 7 day notice terminating the rental agreement.

The law on eviction of mobile home owners is found in Chapter 723 of the Florida Statutes.

VII. Florida Bar Lawyer Referral Service

You can call the Florida Bar Lawyer Referral Service at 1-800-342-8011 and ask for a referral to the Low Cost Panel. The clerk will ask you about your income. If you qualify, you will be referred to a private attorney who charges a reduced fee. The Low Cost Panel attorney's first half hour consultation will be free. If you do not qualify for the Low Cost Panel reduced fee attorney, you will be given the name of an attorney who charges regular fees, however, the first half hour consultation will only be \$25.

BRANCH COURTS

The numbers in parentheses are the branch court numbers

Dade County Courthouse (05)

(Central District)
73 West Flagler Street
Miami, Florida 33130

North Dade Justice Center (23)

(North District) 15555 Biscayne Boulevard Miami, Florida 33160

Coral Gables Branch (25)

(South Central District) 3100 Ponce De Leon Blvd. Coral Gables, Florida 33134

Miami Beach Branch (24)

(East District) 1130 Washington Avenue Miami Beach, Florida 33139

Caleb Center (20)

(North Central District) 5400 NW 22 Avenue Miami, Florida 33142

South Dade Justice Center (26)

(South District) 10710 SW 211 Street Miami, FL 33169